

# Financial Assistance Policy Plain Language Summary | *What You Need To Know*

## About Children's National Financial Assistance Policy:

Children's National has a Financial Assistance Policy (FAP) to provide eligible patients with discounted emergency or other medically necessary healthcare services provided by Children's National.

Children's National will provide, without discrimination, care for emergency medical conditions to individuals regardless of whether they are eligible for Financial Assistance. Children's National complies with the Emergency Medical Treatment and Labor Act (EMTALA) by providing medical screening examinations and stabilizing treatment and referring or transferring an individual to another facility, when appropriate, and provide emergency services. Children's National prohibits any actions that would discourage individuals from seeking emergency medical care.

## To be eligible for the discount, you must:

- Be a patient receiving medically necessary or emergency services.
- Submit a complete Financial Assistance Application, including related documentation/ information and who are determined eligible for financial assistance by Children's National.

## How to Apply:

- More information about the FAP or assistance with the Financial Assistance Application is available at the check in desk at your clinic location, our admissions office, or Children's National Financial Information Center (see below).
- We will mail or email the application and more information to you free of charge, if requested. Call one of the customer support phone numbers below to request documents via mail or email.
- The FAP, Financial Assistance Application, and FAP Plain Language Summary are also available at [www.childrensnational.org/FinancialAssistance](http://www.childrensnational.org/FinancialAssistance).

Counselors	Location to visit	Phone
Financial Counselors, available in person or via phone	Financial Information Center (FIC) Children's National Medical Center 111 Michigan Ave., NW Washington, DC 20010  <a href="http://www.childrensnational.org/FinancialAssistance">www.childrensnational.org/FinancialAssistance</a>	Based on guarantor's last name: <ul style="list-style-type: none"><li>• A-K: 202-476-5002</li><li>• L-Z: 202-476-5505</li></ul> General Customer Service: 1-800-787-0021

## Determination of Financial Assistance Eligibility:

Services eligible under this FAP will be made available to the patient in accordance with financial need, as determined in reference to Federal Poverty Levels (FPL) in effect at the time of the determination. Once a patient has been determined by Children's National to be eligible for financial assistance, that patient shall not be responsible for any future bills for six months from the approval date. Patients whose family income is at or below 400% of the FPL and who have resided in our primary service area for at least six months are eligible for full financial assistance.

All patients eligible for financial assistance receive full financial assistance and therefore are charged less than the amounts generally billed.

