



## **Financial Assistance Policy Summary**

UConn Health is committed to providing quality healthcare to all patients, regardless of their ability to pay. We offer financial assistance to eligible Connecticut residents who are uninsured or underinsured and need help paying for medically necessary services. Eligibility is based on household income, with discounts available for those earning up to 400% of the Federal Poverty Level.

To apply for financial assistance, individuals can complete an application online through MyChart, download it from our website, or obtain one from a financial counselor. Required documentation includes proof of income and residency. Our financial counselors are available to assist with the application process during normal business hours, Monday through Friday from 8:00AM-4:30PM ET.

Applications are reviewed within 30 days of submission. Once approved, eligible care will be covered for a period of six months. Individuals covered under this policy will not be charged more than the amount generally billed to individuals who have insurance covering such care. If an application is denied, individuals have the right to appeal. We also offer interest-free payment plans to help manage any remaining balances due from a patient.

This policy applies to services provided by UConn Health workforce members and excludes those not deemed medically necessary such as cosmetic procedures. Emergency care is provided to all patients, regardless of their ability to pay. A full list of covered providers is available on our website.

For more information or to apply for financial assistance, please visit our website at <https://health.uconn.edu>, contact us via your UConn Health MyChart account, or call our Financial Counseling office at 860-679-4120. We are committed at UConn Health to helping patients understand their options and access the care they need.

### **UConn Health**

Financial Counseling Department  
263 Farmington Avenue  
Farmington, CT 06030-8231  
860-679-4120  
[health.uconn.edu](https://health.uconn.edu)