



## Financial Assistance Plan Language Summary

Health First provides free care to eligible patients who receive emergency or other medically necessary care from our hospital facilities. Financial Assistance is only available for eligible services billed by Health First. Covered facilities include: Cape Canaveral Hospital, Holmes Regional Medical Center, Palm Bay Hospital, Viera Hospital, Hickory Street Diagnostic Center, Viera Medical Plaza, Merritt Island Health Plex, Sykes Creek Diagnostic Center, Melbourne Same Day Surgery and Melbourne GI Center.

Discounts for qualified patients are based on a percentage of the Federal Poverty Guidelines as furnished annually by the Department of Health and Human Services. Persons eligible for Financial Assistance will not be charged more for emergency or other medically necessary care than the amounts generally billed to persons having insurance coverage for that same care.

### **How to Apply:**

Patients or guarantors desiring to apply for Financial Assistance will be required to complete a Health First Financial Assistance application that can be obtained for free through the following ways:

- Visiting Patient Business Services at the hospital
- Calling Patient Business Services at 321.434.5400 and request one be mailed to you
- Visiting the Hospital Registration Department
- Visiting the Hospital Emergency Department
- On our Health First website at [https://hf.org/forms/financial\\_assistance\\_application.pdf](https://hf.org/forms/financial_assistance_application.pdf)

Assistance will be provided with completing applications if needed. Completed applications should be mailed to:

Health First Patient Business Services  
3300 Fiske Blvd.  
Rockledge, FL 32955

### **Translations:**

The Financial Assistance Application, our Financial Assistance Policy and this Plain Language Summary are also available in Spanish at the locations noted above.

### **For Help or Questions:**

Call Patient Business Services at 321.434.5400 or visit Health First Patient Business Services 3300 Fiske Blvd, Rockledge, FL 32955. You can also visit any Health First hospital for questions or assistance.