

UF Health Jacksonville

Financial Assistance Program

UF Health Jacksonville provides emergency (as defined by the Emergency Medical Treatment and Labor Act EMTALA), urgent and other medically necessary healthcare services to individuals without discrimination and regardless of their ability to pay. Patients who are unable to pay for their healthcare services may qualify for financial assistance based upon their income. Patients who have a family adjusted income less than 200% of current federal poverty guidelines may be eligible for a discount up to 100%.

Uninsured patients who are not eligible for financial assistance under this policy may be eligible for a self-pay discount of 45% off gross charges. Any self-pay or financial assistance discount applied will be reversed if insurance, TPL, a settlement and/or other miscellaneous source is identified.

Financial Counselors are available to provide assistance at (904)-244-4015 or by email at enroll@jax.ufl.edu.

Applications may be obtained at:

- <http://ufhealthjax.org/patient-care/financial-assistance.aspx>
- Calling (904) 244-4015.
- E-mailing enroll@jax.ufl.edu.
- Visiting, in person, one of the following locations:
 - UF Health Jacksonville Admissions Department, 655 West 8th Street, Jacksonville, Florida 32209.
 - UF Health North Admissions Department, 15255 Max Leggett Parkway, Jacksonville, Florida 32218.
 - UF Health Jacksonville Financial Eligibility Department, 2000 Boulevard, Jacksonville, Florida 32209.
- **COMPLETED APPLICATIONS AND COPIES OF SUPPORTING DOCUMENTATION MAY BE RETURNED TO 2000 BOULEVARD JACKSONVILLE, FLORIDA 32209 IN PERSON OR BY MAIL AT ATTENTION: UF Health Jacksonville Financial Evaluation Department, 655 West 8th Street, Jacksonville, FL 32209.**

Patients eligible for financial assistance will not be charged more for healthcare services than the Amounts Generally Billed (AGB) to patients having Medicare insurance.

Financial assistance applications and information are available in English and Spanish.

Shands Jacksonville Medical Center, Inc. d/b/a UF Health Jacksonville, as a licensed healthcare facility in the State of Florida, gives notice, pursuant to Chapter 395.301 Florida Statutes, that it is required, prior to provision of non-emergency medical services, to give its patients written, good-faith estimates of the reasonably anticipated charges for their treatment. The estimates must be provided within seven business days after receipt of written requests by the patients or their legal guardians. Patients are also entitled to notification of revisions to the estimates.