

Kaiser Permanente Medical Financial Assistance (MFA) Program

HELP IN YOUR LANGUAGE

English: This is important information from Kaiser Permanente. If you need help understanding this information, please call **1-800-813-2000** and ask for language assistance. Help is available 24 hours a day, 7 days a week, excluding holidays.

Chinese: 這是來自Kaiser Permanente的重要資訊。如果您需要協助瞭解此資訊，請致電**1-800-813-2000**尋求語言協助。我們每週7天，每天24小時皆提供協助（節假日休息）。

Spanish: La presente incluye información importante de Kaiser Permanente. Si necesita ayuda para entender esta información, llame al **1-800-813-2000** y pida ayuda lingüística. Hay ayuda disponible 24 horas al día, siete días a la semana, excluidos los días festivos.

Kaiser Permanente Medical Financial Assistance (MFA) Program

If you need help paying for health care services or prescriptions you've gotten, or are scheduled to get, from Kaiser Permanente, our MFA program may be able to help you.

How the program works

- The program offers temporary "awards" to help qualified applicants pay for care based on their financial needs.
- It's available to all Kaiser Permanente patients, whether you're a member or not.
- If awarded, the program will cover emergency or medically necessary care from Kaiser Permanente providers or at Kaiser Permanente facilities for a specified time period.

How to qualify

You must meet one of the following eligibility requirements:

1. Your gross household income is no more than 400% of the federal poverty level.

Federal Poverty Guidelines for 2022				
If your household size is:	100% Award for gross income at or below 200% of FPG	75% award for annual gross income between 201% and 300% FPG	50% award for annual gross income between 301% and 350% FPG	25% Award for gross income between 351% and 400% of FPG
1	\$27,180	\$40,770	\$47,565	\$54,360
2	\$36,620	\$54,930	\$64,085	\$73,240
3	\$46,060	\$69,090	\$80,605	\$92,120
4	\$55,500	\$83,250	\$97,125	\$111,000
5	\$64,940	\$97,410	\$113,645	\$129,880
6	\$74,380	\$111,570	\$130,165	\$148,760

Visit aspe.hhs.gov/poverty to find the guidelines for larger households.

2. Your out-of-pocket health care costs for emergency or medically necessary care, dental care, and medication over a 12-month period are equal to or more than 10% of your gross household income.
 - Out-of-pocket costs include copays, coinsurance, and deductible payments.
 - Out-of-pocket costs do not include any payments for your health plan itself, like your monthly premium.







Have questions?

For more information about qualifying for the MFA program, or to see which health care services it pays for, visit www.kp.org/mfa/nw or call **1-800-813-2000** (TTY 711).

For more information about health care coverage, call us at **1-800-479-5764** (TTY 711).

How to apply

If you meet the eligibility requirements, you can apply in any of these ways.

 Online	<ul style="list-style-type: none"> • Complete the MFA application online www.kp.org/mfa/nw • Be prepared to provide all the information listed on the MFA application on the next page.
 Meet with a financial counselor	<ul style="list-style-type: none"> • Schedule an appointment with a financial counselor at one of our designated facilities, Monday through Friday, 8:30 a.m. to 5:00 p.m. PST. • Be prepared to provide all the information listed on the MFA application on the next page.
 Call us	<ul style="list-style-type: none"> • Call us at 1-800-813-2000 (TTY 711), Monday through Friday, 8:30 a.m. to 5:00 p.m. PST. • Be prepared to provide the information listed on the MFA application on the next page.
 Mail it	<ul style="list-style-type: none"> • Complete the MFA application on the following page. • Mail your completed application to: Kaiser Permanente MFA Program 500 NE Multnomah St. Portland, OR 97232
 Fax it	<ul style="list-style-type: none"> • Complete the MFA application on the following page. • Fax your completed application to 877-829-3547.
 Drop it off	<ul style="list-style-type: none"> • Complete the MFA application on the following page. • Drop off your completed application with the Registration (check-in) staff at any Kaiser Permanente facility. For questions about MFA, please call Member Services 503-813-2000.

Important: When applying by mail or fax, or dropping off your application in person, please be sure to fill out the application as much as you can. Any missing information may delay the application process.

What to expect after you apply

After we review your completed application, we'll let you know one of the following outcomes:

- Your application was approved and you'll get a financial award.
- To complete your application, we need additional information or paperwork, which you can send us in the mail or drop off in person; this could include proof of income or copies of your out-of-pocket expenses.
- Your application was denied and why it was denied, in which case you can appeal our decision.

Need help?

If you have any questions or need help with your application, please call **1-800-813-2000 (TTY 711)**, Monday through Friday, 8:30 a.m. to 5:00 p.m. PST.

Medical Financial Assistance (MFA) Program application

Name: _____ Medical record #: _____

Date of birth: ____/____/____ Contact #: (____) _____ SSN: _____ - _____ - _____

Address: _____

City: _____ State: _____ ZIP code: _____

Household size: Number of family members (including you) who live in your home. May include a spouse or qualified domestic partner, children, a non-parent caretaker relative, etc.

Household income (monthly): Total gross income for all family members in the household. Check ALL income types that apply:

- | | |
|---|---|
| <input type="checkbox"/> Employment Income/Wages | <input type="checkbox"/> Alimony/Child Support |
| <input type="checkbox"/> Business Income/Rental Property | <input type="checkbox"/> Pension or Retirement/Annuities |
| <input type="checkbox"/> Unemployment Benefits/ Disability Income | <input type="checkbox"/> Social Security/Supplemental Security Income/Veterans Benefits |

Health care costs: Total out-of-pocket expenses you had over a 12-month period for emergency or medically necessary services provided by Kaiser Permanente or any other health care provider. May include copays, deposits, coinsurance, or deductible payments for eligible medical, pharmacy, or dental services.

Please list all members of your household applying for the program.

Name	Date of birth	Relationship	Medical record #
_____	____/____/____	_____	_____
_____	____/____/____	_____	_____
_____	____/____/____	_____	_____
_____	____/____/____	_____	_____
_____	____/____/____	_____	_____

Uninsured? Kaiser Permanente can help. If you do not have health care coverage, we can help you understand your options. Check this box if you would like Kaiser Permanente to contact you to discuss your options.

 Yes, contact me

I hereby declare that all information set forth above in this application is true, accurate, and complete in all respects. I also acknowledge and agree that I am liable to Kaiser Foundation Health Plan and Hospitals for all amounts owing to Kaiser Foundation Health Plan and Hospitals for medical goods and services that are not eligible under the Program (the "Remaining Amounts").

Signature: _____ Date: _____

Note: Kaiser Foundation Health Plan and Hospitals reserves the right to use information from consumer credit reporting agencies and other third-party information sources to determine eligibility for federal, state, and private medical programs, including the MFA Program.