

BayCare Financial Assistance Frequently Asked Questions

Where can I get an application?

Applications are available at BayCare.org and all BayCare hospitals. If you would like to have one mailed to you, send an email with your name and address to finassist@baycare.org, or call (855) 233-1555, Monday through Friday, 8am to 4pm.

I do not have the ECD# or CPI#. What do I put in the grey box?

Leave this area blank, it is for office use only. However, you must have a scheduled service or have already received services at BayCare in order to submit an application.

Do I have to list my Social Security number on the application?

Only list the last four digits of your Social Security number.

I am not a U.S citizen. Can I apply for financial assistance?

If you received emergency care in one of our facilities, you may apply, regardless of citizenship or residency.

I have medical insurance. Can I apply for financial assistance?

You can apply for assistance for patient financial responsibility after insurance. However, if you choose not to use your insurance coverage or your non-emergency care is considered out of network, financial assistance may not be available. For individuals in cost-sharing plans, financial assistance may only be available for patient responsibility after payment or when denial is not related to financial assistance eligibility.

I am legally married, but separated. Do I need to list my spouse's income information?

Income from a spouse must be included if you are living at the same address.

My adult children live with me. Should I include them on my application?

Only individuals claimed on your taxes as dependents need to be included on the application.

How do I document periods of no income?

If you had no income during the last 12 months, document this in the household income section as "no income," and explain who/what supported you during that period. If you had periods of no income during the last 12 months, document your entire income status for the last 12 months in the household income section. You may also attach a separate letter of explanation.

I have applied for the programs listed in the last 12 months, but I was denied. Should I circle anything?

You only need to circle a program if you have an active/pending application with that program.

Do I need to submit paystubs/W-2 forms with the financial assistance application?

Standard Medicare (not Medicare Replacement HMOs) recipients are required to submit proof of income and assets. All other applicants only need to submit the completed financial assistance application. If further information is needed, a representative will contact you.

I could not fully explain my financial hardship on the application. Can I submit additional information?

You may attach a letter further explaining your financial hardship and/or additional documentation.

Who can witness my application?

Any adult may witness your application by signing and dating the form. It does not need to be notarized.

How long does it take for my application to be reviewed?

Most applications will be processed within 30 days of receipt. Incomplete applications will be returned to the applicant, which may delay the review process.

How will I know if I was approved?

Applicants will be informed of approval or denial via letter mailed to the address listed on the application. If you have not received a letter, email finassist@baycare.org or call (855) 233-1555.

How much would I have to pay if I am approved?

If you are approved for financial assistance, you will not be subject to any billing and/or collection actions. Payments paid toward your hospital-based services prior to applying for financial assistance may be refunded to you. Payments received for BayCare Medical Group, BayCare Outpatient Imaging or BayCare Urgent Care are not eligible for a refund.

Is financial assistance considered health coverage?

No, financial assistance is not ongoing health coverage. However, an application on file can be reviewed for assistance for services rendered. You must have a scheduled service, or have already received services at BayCare to apply for assistance.

I was approved for financial assistance at a non-BayCare facility. Do I have to reapply?

Yes. Financial assistance is not transferable.

For more information, contact the Financial Assistance team: finassist@baycare.org | (855) 233-1555

