

# MEDICAL FINANCIAL ASSISTANCE PROGRAM

through Kaiser Permanente

# The MFA Program can help you

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At Kaiser Permanente, we are committed to improving the health of our members and the communities we serve. We encourage our patients to access needed medical services and treatment. We recognize, however, that from time to time some individuals may face financial circumstances that could prevent them from doing so. Through the Medical Financial Assistance (MFA) Program, we may be able to provide financial assistance to help you get the care you need, when you need it.

The MFA Program was established to assist patients with out-of-pocket expenses related to care provided by Kaiser Permanente practitioners.

In addition to applying for the MFA program we ask that you also contact community resources. Some agencies who may be able to assist you are listed in this brochure. In addition to applying for community resources, you can begin the application process for the MFA program.

Please visit the Patient Business Office for a complete list of eligibility requirements and/or obtain the necessary forms.

You may also call **404-949-5112** (TTY: **1-800-255-0056**).

Remember, it is very important that you contact your community resources in addition to applying for Medical Financial Assistance through Kaiser Permanente.



# Medical Financial Assistance Policy Summary

## Who is eligible for Financial Assistance and what are the requirements?

The program helps low-income, uninsured, or underserved patients who need help paying for all or part of their medical care. Patients are eligible for Financial Assistance when their Family Household Income is at or below 300% of the Federal Poverty Guidelines (FPG)\*. Evaluation of other criteria may be required. Patients should consult with a Financial Counselor to determine eligibility and for assistance applying. Any patient who meets special circumstance criteria may be eligible for financial assistance.

## What does the program cover?

The Medical Financial Assistance program covers medically necessary care provided at a Kaiser Permanente medical office or pharmacy, or provided by a Kaiser Permanente physician or Kaiser Permanente provider. The types of services not covered are premiums and dues; hearing aids; cosmetic; non-urgent and other services as defined by the program.

\* To find out what the current FPL is, visit the United States Department of Health and Human Services online at [aspe.hhs.gov/poverty](https://aspe.hhs.gov/poverty).

**How do I apply?** Please request medical financial assistance information from any



### IN PERSON

An interview with a Financial Counselor is the fastest way to determine MFA eligibility



### CALL

**1-404-949-5112**  
8:30 a.m. to 4:30 p.m.  
Monday through Friday



### BY MAIL

(at no cost) at ATTN:  
**Patient Financial Services**  
Nine Piedmont Center  
3495 Piedmont Road, NE  
Atlanta, Georgia  
30305-1736

Kaiser Permanente's Medical Financial Assistance program provides financial assistance for qualifying patients who need help paying for emergency or medically necessary care they receive in a Kaiser Permanente medical office or from a Kaiser Permanente provider. Patients must apply and must meet the eligibility requirements listed below to qualify.

### **Is there language assistance?**

Interpreters are available to you at no cost. The Medical Financial Assistance application, policy, and this policy summary may be available in your language. For more information, call **1-404-949-5112** or visit our website at [kp.org/mfa/ga](http://kp.org/mfa/ga).

### **How can I get a copy of Kaiser Permanente's Financial Assistance policy?**

You may request your free copy of Kaiser Permanente's Medical Financial Assistance policy by calling **1-404-949-5112**, mailing ATTN: Patient Financial Services, Nine Piedmont Center, 3495 Piedmont Road, NE, Atlanta, Georgia 30305-1736, or visiting our website at [kp.org/mfa/ga](http://kp.org/mfa/ga).

### **Need help?**

For help or questions about the Medical Financial Assistance application process, please call **1-404-949-5112**, or speak to a Financial Counselor within the Patient Business Office.

of the following sources:



### **DOWNLOAD AN APPLICATION**

through the Kaiser Permanente Community Benefit website at [kp.org/mfa/ga](http://kp.org/mfa/ga)

Please drop off completed applications (including all required documentation and information specified in the application instructions) in person to the Patient Business Office at your local Medical Office Building.

We will review submitted applications once they are complete and we will determine whether you are eligible according to the Kaiser Permanente Medical Financial Assistance Policy. We will not consider incomplete applications, but will notify and provide you an opportunity to send in the missing documentation or information by the required deadline.



## Resource List

Some of these organizations may be able to help you. Please contact these or other community organizations in addition to applying for the MFA program. Please visit the Patient Business Office for a complete listing of resources in your area.

### **American Cancer Society**

**888-227-6333**

**cancer.org**

The American Cancer Society is the nationwide community-based voluntary health organization dedicated to eliminating cancer as a major health problem by preventing cancer, saving lives, and diminishing suffering from cancer, through research, education, advocacy, and service.

### **American Heart Association**

**800-242-8721**

Possible assistance or referral to another agency for assistance with medication costs.

### **Copay Relief**

**866-512-3861**

**copays.org**

Assists patients with copayments related to prescription coverage, chemotherapy and other medication/drug charges. Assistance is available for certain diseases and diagnosis; call for more details to pre-qualify.

### **Diabetes Association of Atlanta**

**404-527-1750**

**diabetesatlanta.org**

Diabetes Association of Atlanta is a non profit, community based diabetes service organization, serving individuals affected by the disease.

### **Georgia Cares**

**866-552-4464**

**mygeorgiacares.org**

Georgia Cares is a private-public partnership sponsored by the Department of Human Resources, Division of Aging Services and the Area Agency on Aging. It is a volunteer-based program that assists seniors with low cost prescription drug assistance, Medicare, Medicaid, Medicare supplemental insurance (Medigap) long-term care insurance, and other health insurance issues. The program provides objective information to help seniors make informed choices concerning their health insurance needs.

### **The Healthwell Foundation**

**800-675-8416**

**healthwellfoundation.org**

Copay and premium assistance  
M-F 9-5 EST

### **United Way**

**2-1-1**

**unitedway.org**

United Way's mission is to improve lives by mobilizing the caring power of communities. About 1,300 local United Ways raise and invest significant resources to build strong, healthy communities.



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**404-364-7000**

**kp.org**

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