



## **Financial Assistance Program: Frequently Asked Questions**

### **Who is eligible?**

Families must have an annual household income of at least \$35,000 and not greater than \$150,000 to apply for financial assistance. HopeWay understands that investing in your loved one's mental health is a significant commitment both emotionally and financially. While those with the greatest financial need receive the most financial assistance, HopeWay make efforts to help as many families as possible.

### **What does the assistance cover?**

Financial assistance only applies to services that are NOT covered by insurance.

### **What does the assistance not apply to?**

Financial assistance does not apply to:

- Co-pays
- Co-insurance
- Deductibles
- Psychiatric Consultation Fee
- Lab Work
- Imaging

### **When will I begin to receive a financial assistance discount?**

Once the completed Financial Assistance Program: Application and Personal Financial Statement and requested information are received by the Financial Department, please allow approximately two (2) business days for review. If approved, the financial assistance discount is applied to costs beginning with the first day of the calendar month during which the application was submitted.

### **What paperwork needs to be submitted to apply to the Financial Assistance Program?**

- Financial Assistance Program: Application
  - To be completed by the client, financially responsible party, and any other individuals responsible for payment of treatment costs
- Last three years federal income tax returns for the financially responsible party
  - Please, only submit the first two pages

### **When do I complete the paperwork?**

To maximize the benefit to you, HopeWay encourages families to complete the Financial Assistance Program application during the admissions process, but you may submit the application at any time during the client's treatment.

### **Who should complete the application?**

The person responsible for paying the treatment costs (i.e., the financially responsible party) should provide his or her financial information to complete the application and the personal financial statement.