

Medical Financial Assistance and How to Apply | Kaiser Permanente

At Kaiser Permanente we believe everyone has a right to quality, affordable care. That's why we're working hard to improve health care access across the nation. Our Medical Financial Assistance program, or MFA, helps qualifying patients pay for emergency or medically necessary care they receive in a Kaiser Permanente facility or from a Kaiser Permanente provider.

Every year, hundreds of thousands of patients receive financial assistance from MFA to pay for surgeries, treatments, doctor visits and pharmacy prescriptions. In this video, we'll talk more about what MFA covers, who's eligible and how to apply.

The Kaiser Permanente MFA program offers qualifying patients temporary financial assistance for all or part of your medical care with our providers, regardless of whether you have health coverage or are uninsured. The MFA program does not cover services provided at non-Kaiser Permanente medical offices, urgent care facilities or emergency departments, even with a referral from a Kaiser Permanente provider.

Patients who meet the following requirements may apply for the MFA program. You must be able to demonstrate an immediate need caused by an outstanding bill for Kaiser Permanente Services. A scheduled appointment with Kaiser Permanente or a pharmacy prescription ordered by a Kaiser Permanente physician. You may be eligible if your household income is no more than 3 to 4 times the federal poverty guidelines, depending on where you live. You may also be eligible if you're experiencing high medical expenses as compared to your household income, regardless of what your household income is.

You may apply for assistance during or after a course of care or treatment at Kaiser Permanente. You can apply online by mail, fax or in person. The quickest, easiest way to apply is to visit kp.org/mfa and sign up to receive an email link to our secure online application. The online application will guide you through a series of questions to determine your eligibility. Be prepared to share your household size and income.

Household size refers to the number of people who live in your home. This may include your spouse or qualified legal partner, children and family caregivers such as a relative who takes care of you or your child. Household income is the total gross income before taxes and deductions for all household members over eighteen years of age. Income verification is an essential part of determining your eligibility for MFA. Providing proof of your income will assist in the review process, especially if it has recently changed. You can quickly and securely upload W2s, paystubs, tax returns, medical billing statements, and more. When

you're done, submit your completed online application. You'll be notified of your eligibility by mail within 30 days of submitting your completed application.

The Kaiser Permanente Medical Financial Assistance Program is our way of eliminating cost as a barrier and ensuring everyone has access to high quality, affordable health care. For more information about MFA and how to apply, visit kp.org/mfa today. Kaiser Permanente for all that is you.