



## Financial Assistance Program Summary

ChristianaCare serves our neighbors as respectful, expert, caring partners in their health. We are committed to making care affordable and we offer discounts, payment options and financial assistance to people who cannot afford to pay for medical care, including emergency Department services.

### Our Program

- The program applies to all medically necessary hospital inpatient, outpatient and emergency Department services that are billed by ChristianaCare, as well as all medically necessary services provided by any ChristianaCare-employed doctor. This would also include dental services that would require hospitalization. Services not eligible for support and excluded from this policy are cosmetic procedures, bariatric services and liability cases. For a list of practices whose providers participate in our Financial Assistance Program , [please click here](#) and for a list of non-participating providers with privileges at ChristianaCare , but for whom participation in our Financial Assistance Program does not exist, [please click here](#).
- If your gross household income is less than 400 percent of the federal poverty level (FPL) and you meet the corresponding household limits, then medically necessary services may be provided at no charge.
- If you are uninsured and your household income is greater than 400 percent of the FPL, you are eligible for a standard discount of 15 percent.
- We calculate the bill using the same amounts billed to people with insurance.

### Application Process

- If you have any comments or questions related to the [Financial Assistance Program](#), you may email us at [financialassistance@christianacare.org](mailto:financialassistance@christianacare.org) , call us at 302-623-7440 or EFax us at 302-327-7516.
- Our Financial Assistance Program, including the application, the Financial Assistance Policy, the income scales and the participating/non-participating providers may be found on the [ChristianaCare.org Financial Assistance Program Summary](#) website.
- You can apply either before or after receiving medical services at ChristianaCare.
- Patient Financial Services is available to help you see if you qualify for the Financial Assistance Program and will help you complete the application by calling 302-623-7440.

### Resources

- Our Financial Assistance Program and application are available online and within our facilities.
- You may call Patient Financial Services at 302-623-7440 to request program information and an application and to talk confidentially with a representative about yoursituation.
- You may obtain an application and a copy of the Financial Assistance Program by visiting ChristianaCare Corporate Finance Center, Customer Service Department (1st floor), 200 Hygeia Drive, Newark, DE 19713, Monday – Friday, 9 a.m. to 4 p.m. Phone calls only. We are not accepting walk-in visits at this time.
- You may mail a request for the application and information to ChristianaCare, P.O.Box 2653, Wilmington, DE 19805.

- The Financial Assistance Program, application and plain language summary are available in Spanish, Mandarin and Cantonese. In addition, translation services are available by calling 302-623-7440.
- Please read our complete Financial Assistance Program or call 302-623-7440 for a printed copy.
- If you are uninsured, you may qualify for health insurance through the federal Health Insurance Marketplace. To learn more, visit Choose Health Delaware, the state's official program for low-cost, high-quality health insurance coverage.
- To learn more, about your options, please visit the following web sites or call the number listed to speak with a representative.
  - **Choose Health Delaware**, the state's official program for low-cost, high-quality health insurance coverage, <https://www.choosehealthde.com> or call 302-472-8655 or 302-678-2205.
  - **Delaware Health and Human Services**, <https://dhss.delaware.gov/dhss/> or call 211.
  - **Affordable Care Act (ACA)** at <https://www.healthcare.gov> or call 1-800-318-2596.

### **ChristianaCare Finance Department**

Corporate Finance Center, Customer Service Department, 1st floor

(Entrance on right-hand side of the building)

200 Hygeia Drive, Newark, DE 19713 [directions](#)

[302-623-7000](tel:302-623-7000)

**Open Monday thru Friday, a.m.-4 p.m.**