HealthFirst

FINANCIAL ASSISTANCE

Plain language summary.

Health First provides free care to eligible patients who receive emergency or other medically necessary care from our hospital facilities. Financial Assistance is only available for eligible services billed by Health First. Covered facilities include: Cape Canaveral Hospital, Holmes Regional Medical Center, Palm Bay Hospital, Viera Hospital, Hickory Street Diagnostic Center, Viera Medical Plaza, Merritt Island Health Plex, Sykes Creek Diagnostic Center, Melbourne Same Day Surgery and Melbourne GI Center.

Discounts for qualified patients are based on a percentage of the Federal Poverty Guidelines as furnished annually by the Department of Health and Human Services. Persons eligible for Financial Assistance will not be charged more for emergency or other medically necessary care than the amounts generally billed to persons having insurance coverage for that same care.

How to Apply

Patients or guarantors desiring to apply for Financial Assistance may be required to complete a Health First Financial Assistance application that can be obtained for free through the following ways:

- By calling Health First Customer Service at (321) 434-5400 and request one be mailed to you.
- By visiting the Hospital Registration Department
- By visiting the Hospital Emergency Department
- Health First website at hf.org/financialassistance

Completed applications can be returned to Health First Business Center at:

Health First Business Center

Building A

Attn: Financial Assistance Department

3300 Fiske Blvd

Rockledge, FL 32955

HealthFirst

Or email your completed application to: HealthFirstFA@hf.org

Assistance will be provided in completing applications if needed. Complete applications should be mailed to:

Health First Patient Business Services

3300 Fiske Blvd.

Rockledge, FL 32955

Translations

The Financial Assistance Application, our Financial Assistance Policy and this Plain Language Summary are also available in Spanish at the locations noted above.

For Help or Questions

Call Health First Customer Service at 321.434.5400.

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