Financial Assistance Program

Call patient billing

Chat Assistant

Financial assistance program

As part of its commitment to serve the community and provide quality medical care to all of our patients, Baylor Scott & White Health provides a Financial Assistance Program to patients who satisfy certain requirements. This includes patients who don't have health insurance and can't pay their bill as well as patients who have coverage with an insurance carrier but are unable to pay their portion of the bill after insurance pays.



Chat Assistant

Talk to a Baylor Scott & White financial counselor

Fill out the paper application

Eligibility criteria

Eligibility for financial assistance only applies to emergency and other medically necessary care.

Chat Assistant

Basic guidelines | Determination of financial assistance

Basic guidelines

Patients may apply for financial assistance from the date a patient is scheduled for service through the 365th day after the first billing statement is provided. However, eligibility for financial assistance only applies to emergency and other medically necessary care. Only United States citizens and residents of the United States are eligible for financial assistance. Financial assistance eligibility for non-emergency, medically necessary care is limited to patients residing in the service area defined in Attachment D of Baylor Scott & White's Financial Assistance policy, which includes all counties covered in BSWH Community Health Needs Assessments and otherwise where BSWH owns or operates licensed hospitals or provider-based clinics, as long as the facility providing the patient's care is the closest facility (including non-BSWH affiliated facilities) to patient's residence that can provide such medically necessary care or patient demonstrates that the closest facility cannot or will not provide such care. However, all patients, regardless of residency, will be eligible to qualify for financial assistance for emergency care and for non-emergency, medically necessary care provided after a BSWH facility accepts a transfer from a BSWH facility or a non-BSWH facility. Each eligible patient's situation will be evaluated according to relevant circumstances, such as income or other resources available to the patient or patient's family when determining the ability to pay the patient account balance.

When a patient's circumstances do not satisfy the requirements under the Financial Assistance Eligibility Discount Guidelines or Eligibility Criteria, a patient with unusual mitigating factors may still be able to obtain financial assistance. In

Financial assistance classifications

The level of financial assistance is based on two classifications:

Chat Assistant

"Financially Indigent" means a patient whose Yearly Household Income is less than or equal to 200 percent of the Federal Poverty Guidelines ("FPG"). These Financially Indigent patients are eligible for a 100% discount on outstanding patient account balances based on Schedule A (see below) of the Financial Assistance Eligibility Discount Guidelines (Attachment B) of Baylor Scott & White's Financial Assistance policy.

Example: A patient with a Household Size of 3 and Yearly Household Income of $36,620 is eligible for a financial assistance discount of 100%.

Schedule A

Based on Federal Poverty Guidelines Issued 1/15/2025

Financially Indigent Classification

Patient's yearly income must be equal to or less than the following:

Number of Household	**200%**

Financial assistance documents

View Financial Assistance Documents for all Baylor Scott & White Health Controlled Affiliates.

Documents are available in English, Español, **Русский**, 한국어, Tiếng Việt, العربية, Français and 简体中文.

- View financial assistance documents
- Amounts generally billed
- Financial assistance application
- Financial assistance policy (hospital)
- Financial Assistance policy (non-hospital)

Financial assistance plain language

Chat Assistant

Contact us

By phone

If you need assistance, our Customer Service team is available Monday through Friday, 8:00 AM - 5:00 PM, and can be reached toll-free.

Call 1.800.994.0371 →

By mail

Send us your completed application along with the supporting documents to:

Baylor Scott & White Health
Attn: Financial Assistance Application
301 N Washington Ave
Dallas, TX 75246

Online

Have questions about patient billing or financial assistance? We're here to help. Use this form to submit your question to one of our customer service representatives.

Complete the form →

Chat Assistant

In person

Visit your financial counselor and learn more about your financial assistance options.

Visit a financial counselor →

Chat Assistant

Surgery Pre-Registration

Scrubbing In Blog

About us

Mission Vision and Values

Achievements

Community Impact

Quality Alliance

Newsrooms

Contact Us

Get Involved

Volunteer

Donate

Give Blood

For Medical Professional

Refer a Patient

Careers

Graduate Medical Education

Allied Health Education

Nursing Education

Research Areas

Clinical Trials

Chat Assistant

©2026 Baylor Scott White Health. All Rights Reserved.

Chat Assistant