Financial Assistance

Financial Counselors: (904) 244-4015

PATIENTS & VISITORS MENU

Open Menu

UF Health Jacksonville provides emergency (as defined by the Emergency Medical Treatment and Labor Act EMTALA), urgent and other medically necessary health care services to individuals without discrimination and regardless of their ability to pay. Patients who are unable to pay for their health care services may qualify for financial assistance based upon their income. Patients who have a family adjusted income less than 200% of current federal poverty guidelines may be eligible for a discount up to 100%.

Uninsured patients who are not eligible for financial assistance under this policy may be eligible for a self-pay discount of 45% off gross charges. Any self-pay or financial assistance discount applied will be reversed if insurance, TPL, a settlement and/or other miscellaneous source is identified.

Financial Counselors are available to provide assistance at (904) 244-4015 or by email at enroll@jax.ufl.edu.

Complete a financial assistance application

Download an application

- Financial Assistance Application
  - Plain language summary
- Solicitud de asistencia economica (Español)
  - Plain language summary (Español)

- Financial Assistance Application (中国人)
  - Plain language summary (中国人)

Applications may also be obtained at:

- Visiting, in person, one of the following locations:
  - UF Health Jacksonville Admissions Department
    655 West 8th Street
    Jacksonville, Florida 32209
  - UF Health North Admissions Department
    15255 Max Leggett Parkway
    Jacksonville, Florida 32218
  - UF Health Jacksonville Financial Eligibility Department
    1833 Boulevard
    Jacksonville, Florida 32209

Completed applications and copies of supporting documentation may be returned to 1833 Boulevard Jacksonville, Florida 32209 in person or by mail:

- ATTENTION:
  UF Health Jacksonville Financial Evaluation Department
  655 West 8th Street
  Jacksonville, FL 32209

Policies

- Financial Assistance Policy (En Español)
- Notarized Food, Shelter and/or Monetary Verification Form
- Verification of Income and Medical Insurance Coverage
- Financial Assistance Income Guidelines 2025 (Appendix D) (En Español)
- Billing and Collection Policy (En Español)

UF Health Jacksonville uses the "look-back" method to determine "amounts generally billed" (AGB) to individuals who have insurance covering emergency or other medically necessary care. The AGB percentage applicable as of 07/01/2026 is 18.40%, resulting in a minimum discount of 80.18% applied to gross charges.

The percentage was calculated using all claims allowed by Medicare fee-for-service for both inpatient and outpatient services having discharge dates from 07/01/24 to 06/30/25. Total expected payment from allowed claims was divided by total billed charges for such claims.

Price Transparency and Patient Billing

In an effort to place emphasis on health care transparency for Florida's consumers, The Agency for Health Care Administration developed the Florida Health Price Finder website to provide consumers with as much information about pricing and quality as possible. UF Health Jacksonville has provided a link to the Florida Health Price Finder website to help you make more informed health decisions.

The service bundle information provided is a non-personalized estimate of the costs that may be incurred by the patient for anticipated services. The actual costs will be based on services actually provided. Information regarding UF Health Jacksonville's financial assistance, charity care and collection policies can be found at the top of this page.

Patients should contact the health care practitioner(s) anticipated to provide services to the patient while in the hospital regarding a personalized estimate, billing practices, and participation with the patient's insurance provider or HMO as the practitioners may not participate with the same health insurers or HMO as the hospital.

Services provided at a UF Health Jacksonville facility by providers not employed by UF Health Jacksonville are billed independently and are not covered under this policy. A listing of those providers can be found by clicking here.

- Providers not employed by UF Health Jacksonville

En Español: Los servicios prestados en el centro de salud de UF Health Jacksonville por proveedores que no son empleados de UF Health Jacksonville son facturados independientemente y no están cubiertos bajo esta póliza. Un listado de los proveedores se puede encontrar en haciendo clic aquí.

- Proveedores no empleados por UF Health Jacksonville

Shands Jacksonville Medical Center, Inc. d/b/a UF Health Jacksonville, as a licensed healthcare facility in the State of Florida, gives notice, pursuant to Chapter 395.301 Florida Statutes, that it is required, prior to provision of non-emergency medical services, to give its patients written, good-faith estimates of the reasonably anticipated charges for their treatment. The estimates must be provided within seven business days after receipt of written requests by the patients or their legal guardians. Patients are also entitled to notification of revisions to the estimates.

(904) 244-0411

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