MyChart Phishing Alert: Beware of fraudulent messages promoting free gifts or free "Medicare Kits." These messages are not from University Health or MyChart. Do not click links or provide personal or financial information. Learn more

University Health

DOCTORS SERVICES LOCATIONS



CONTACT US

For more information about coverage options, call **210-358-3350** or fill out the Contact Us form.

Contact Us

Financial Assistance and Health Coverage Options

PAGES IN THIS SECTION

Plain-Language Summary of Financial Assistance Policy

University Health cares for patients regardless of their ability to pay. You may qualify for University Health's Financial Assistance Program if you:

- Don't have enough insurance to cover the services you received or have no health insurance
- Your income is at or below 250% of the current Federal Poverty Guidelines
- You are not eligible for any government or other programs

You may request a written copy of the University Health Financial Assistance Program. Please call **210-358-3350** for more information.

Financial Assistance and Discounts

We will work with you to establish a ***payment plan*** or to see if you qualify for:

- Medicare, Medicaid or other public programs
- Prompt pay discount
- Specific charity programs

FINANCIAL ASSISTANCE APPLICATION

Apply for Financial Assistance

Solicite Asistencia Financiera

Download Financial Assistance Application

Descargué la Aplicación de Asistencia Financiera

FINANCIAL ASSISTANCE POLICY

Download Financial Assistance Policy

CHARITY CARE AND FINANCIAL ASSISTANCE PROGRAM

As part of our mission to improve the health of the community, University Health provides care to anyone seeking treatment for an emergency condition, regardless of their ability to pay. Patients who are unable to pay for all or a portion of their health services can apply for financial

assistance with their hospital charges. Eligibility for this assistance will be determined accord to the University Health Charity Care and Financial Assistance Policy.

Eligible patients are those who have received health services, are uninsured or underinsured, ineligible for any government or other programs, or otherwise unable to pay for their healthcare due to individual circumstances. Third-party funding and other possible payment sources, such as auto insurance, must be exhausted before a patient can be considered for charity care and assistance. Patients with a household income at or below 250% of the current federal poverty guidelines are generally eligible for financial assistance.

If you have health insurance, you may qualify for a discount on your patient responsibility balance if your outstanding medical bills exceed 5% of your household's gross annual income.

To determine eligibility, patients are required to complete a financial assistance application and provide supporting documentation to verify household income. Applications for assistance in both English and Spanish are available on this website, *MyChart* and at the Registration Desk in the University Hospital Emergency Department and CareLink office locations listed below.

To verify income, applicants should provide the most current federal income tax return. Instead of a tax return, other supporting documentation includes at least three of the most recent paycheck stubs, or copies of the three most recent bank statements or written documentation from income sources. Proof of participation in government assistance programs, such as Medicaid or SNAP, must also be submitted, if applicable. A copy of a government issued identification is required, as well as proof of address, such as a phone bill, water or electric bill.

Applications and supporting documentation will be reviewed in a fair and objective manner to determine if all or a portion of the patient's hospital bill will be forgiven. Assistance is based on a sliding scale that considers annual household income and family size. Patients will never be charged more for emergency or medically necessary care than Amounts Generally Billed (AGB) to insured patients. Unpaid patient balances may be sent to a third-party to assist in collection efforts. University Health adheres to the Fair Debt Collection Practices Act (FDCPA) and does not report unpaid balances to credit agencies.

Questions about financial assistance can be sent by email to CareLink@uhtx.com or call 210-358-3350.

Completed financial assistance applications and supporting documentation can be sent via email to **CareLink@uhtx.com**.

Hand deliveries can be made to the following locations:

University Health
4502 Medical Drive

7th Floor, Rio Tower- Office R7-A09

North - CareLink Office
126 West Rector Street., Suite 116

Robert B. Green Campus - CareLink Office
903 W. Martin Street

Southwest - CareLink Office
2121 SW. 36th Street

Southeast - CareLink Office
1055 Ada Street

If sending via U.S. mail, the address is:

CareLink
4502 Medical Drive Mailstop: 29-2
San Antonio, Texas 78229

Learn more about our Charity and Financial Assistance Policy.

Find providers covered by University Health's Financial Assistance Policy.

Bexar County Residents

We provide resources to help you find the right health coverage for you and your family.

CareLink is a financial assistance program is available San Antonio or Bexar County residents who do not have private or public health insurance. CareLink is not an insurance plan, but it provides access to health services for its members throughout Bexar County.

Based on several factors, such as the number of people in your family and your total income, you may qualify to become a member of CareLink. As a member, you will be assigned a primary care provider and have access to quality health care at University Health.

Our representatives can help you determine if you qualify for CareLink, assist with the Medicaid and CHIP application process, and connect you to the services you need to help you and your family with health coverage.

Snapshot saved 10/16/2026 from https://www.universityhealth.com/patient-visitor-resources/patients/financial-assistance-health-coverage · Page 4/6

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University Health

4502 Medical Drive
San Antonio, Texas 78229

210-358-4000

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PRIVACY POLICY

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