

# CONTACT INFORMATION



## Getting Help With Your Medical Bills

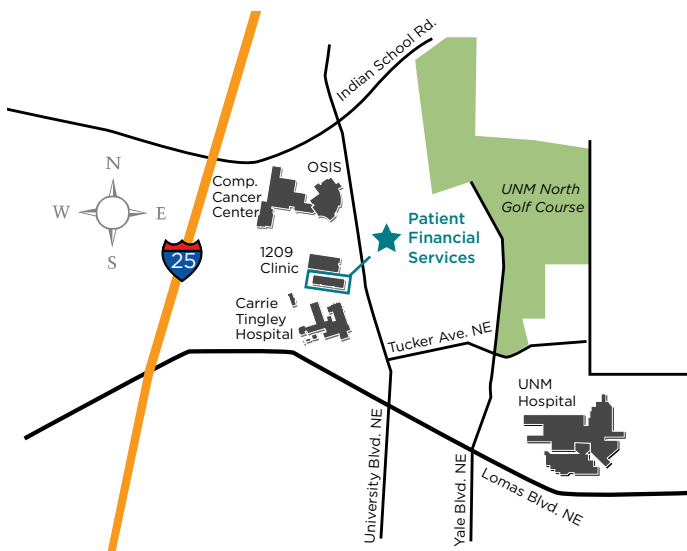
### UNM Health Financial Assistance Programs

#### Patient Financial Services

- 1131 University Blvd NE, Suite D Albuquerque, NM 87102
- [\(505\) 272-2521](tel:5052722521)

#### UNM Hospital

- 2211 Lomas Blvd. NE Albuquerque, NM 87106
- [\(505\) 272-2521](tel:5052722521) - Patient Financial Services
- [\(505\) 272-2111](tel:5052722111) - Main Switchboard



\*Parking permit will be given at time of check in.

The University of New Mexico Hospital does not discriminate against any person on the basis of race, color, national origin, disability, or age in admission, treatment, or participation in its programs, services and activities, or in employment. For further information about this policy, or to discuss concerns, contact: The University of New Mexico Hospital's

**Patient Advocate** [\(505\) 272-2121](tel:5052722121)

or **TDD/State Relay** [1-800-659-1779](tel:18006591779)



PFAC and HLO  
Approved  
9/22  
812-2137



# COMMON QUESTIONS

## WHAT IS COVERED?

We offer programs to help you pay for medically necessary services. (This means a doctor has strongly recommended the service for your health.) Our programs can only be used at UNM Hospital, and clinics within Bernalillo County, and for some programs, at Sandoval Regional Medical Center. You must also have a permanent address in the state of New Mexico.

We have different kinds of financial assistance programs and they pay for different kinds of services. Our Financial Assistance Representatives will help you apply for the program that best fits your needs. We will look at your household income and assets (things you own) to find out if you can be approved for financial help.

If you already have insurance coverage, we may be able to help you with lowering the costs you pay directly for services, like copayments and deductibles. (A deductible is the amount of money you pay before your insurance company starts paying.)

**Receiving help paying for healthcare services does not affect immigration status.**

## WHAT HELP CAN WE OFFER?

### Our Financial Programs

- Self-Pay Discounts
- UNM Care
- Out of County Indigent (OOCI) (only available at UNMH)
- Sandoval Regional Medical Center Care (Sandoval County residents only)

## WHAT PLANS ARE OFFERED?

Please call to make an appointment with a Financial Assistance Representative. **Meetings with Financial Assistance Representatives are confidential.**

- ☎ [\(505\) 272-2521](tel:5052722521)
- ☎ [1-877-909-6661](tel:18779096661) (Toll Free)
- 📅 8:00–5:00 PM Monday–Friday

When you call, your financial services representative will let you know the location of your appointment.

We have bilingual Spanish/English services.

## INSURANCE WE CAN HELP YOU GET

- New Mexico Health Exchange (NMHIX)
- New Mexico Medical Insurance Pool (NMMIP)
- New Mexico Medicaid
- Emergency Medical Services for Non-Citizens (New Mexico EMSA)

## OTHER WAYS WE CAN HELP

- We can answer billing questions for UNMH, UNM Medical Group, Sandoval Regional Medical Center (SRMC)
- We can help you with payment plans.

## WHAT DO I NEED TO BRING?

A representative will call you two days ahead of your appointment. The representative will help you figure out what information to bring to your appointment. This information could include:

- **Proof of that you live in New Mexico** (examples: utility bill, rental agreement, mortgage statement in the applicant's name)
- **Proof of income** (examples: check stub, income taxes)
- **Identification** (examples: government issued ID, driver's license, passport)
- **Birth certificates** for anyone applying for Medicaid. If you do not have an original or certified copy of your birth certificate and you were born in New Mexico, you can get a copy at **Vital Records** [\(505\) 841-4185](tel:5058414185).
- **Names, dates of birth and social security numbers** of household members
- **Social Security cards** (if any)
- **Bank statements** (if any) for the past 60 days
- We can't be certain about what documents you need until we know what you are applying for and what you have. You may need other documents and sometimes different documents are accepted. If you have any questions about documents, please call **Patient Services** at [\(505\) 272-2521](tel:5052722521) or visit our web site at: <https://unmhealth.org/patients-visitors/billing-insurance/>

