

**What is it?** UNM Care and Out-of-County Care are programs to help you pay medical costs for health care services at UNM Hospital. UNM Care and Out-of-County Care are not insurance. Our goal is to help you pay for the care you need, so you don't postpone or avoid getting treatment.

**Who can apply?** UNM Care is open to Bernalillo County and Sandoval County residents who need help paying for medical costs. Out-of-County Care is open to people who live in another New Mexico County (not Bernalillo or Sandoval).

**How do I apply?** Make an appointment with Patient Financial Services. During the appointment you will meet with a Representative in-person or over the phone to complete the application.

**How long can I be enrolled?** If you are approved, UNM Care covers medical costs at UNM Hospital for up to 1 year. After 1 year, you can reapply, which can be a lot easier if nothing in your application changes. Out-of-County Care covers costs for up to 6 months. Both programs also cover the cost of services received in the 6 months before approval. If your application is not approved, those services will not be covered. You can appeal or reapply if your application is denied.

You need to provide documents to help us confirm who you are (identity), where you live (address), how much money you make (income), and how much you have in your bank accounts (assets). If you don't have these documents, let us know and we will work with you to find others that work. UNM Hospital has the right to decide which documents will work.

## Identity

You need 1 form of identification for each member of the household. Some examples include:

- Passport (foreign or U.S.)
- Birth certificate (foreign or U.S.)
- Social Security Card
- Photo ID
- Certificate of Indian Blood
- Divorce papers
- School or day care center records
- Other government records, such as a visa
- Statement from a case worker or community agency

## Address

You need a document with your name and address on it (only 1 for the whole household). Some examples include:

- Pay stub or income tax return
- Car insurance
- Utility bill or other bill
- Lease, mortgage, or property tax document
- Proof of enrollment in an educational institution
- Social security, disability, pension, or retirement document
- Statement from a case worker or community agency

## Income

You need to show how much money you and everyone in the household earns in a month. Some examples include:

- Pay stubs
- Income tax return
- Letter from employers
- Direct bank deposits
- Social Security, Worker's Compensation, Veterans Affairs, or Bureau of Indian Affairs documents
- Statement from a case worker or community agency
- If you are homeless, in bankruptcy, or receiving SNAP, TANF, or WIC benefits, you don't need to submit income documents.

## Assets

To qualify, you can't have more than \$20,000 total in your bank accounts (checking and savings) and investment accounts (stocks, bonds, CDs, etc.) combined. Please provide:

- Checking and savings statements
- Investment statements
- We will not ask you to cash out your retirement fund, bonds, certificates of deposits (CDs), etc. to pay for your medical bills.
- Please note - Your home, car, and retirement fund are not included. You don't need to submit any documents about those.

You do not need to be a U.S. citizen to qualify for UNM Care or Out-of-County Care.

For more information, please visit our website at: [unmhealth.org/patients-visitors/billing-insurance](http://unmhealth.org/patients-visitors/billing-insurance)

To schedule your appointment to apply, **please call 505.272.2521**

**Main Financial Assistance Office:**  
1131 University Blvd, Suite D  
(next to Satellite Coffee, between Indian School and Lomas)  
Albuquerque, NM 87102

UNM Main Hospital, Cancer Center, and Sandoval Regional Medical Center also have Financial Service Offices. Call for hours and locations: 505.272.2521

## LOCATIONS