



Questions We'll Ask When You Apply for UNM Care or Out-of-County Care

Every person who applies for UNM Care or Out-of-County Care will be assigned a Financial Services Representative to help them fill out the application. Please call us to schedule an appointment with your Representative. When you call, let us know if you would like to meet with them in person or over the phone.

To make your appointment, please call **505 272-2521 or 877 909-6661** (toll free) Monday through Friday between 8:00 am and 5:00 pm. We have Representatives who speak Spanish, Vietnamese, and Navajo. If one of them is not available to help you, we will connect you with a phone or video interpreter.

We offer interpreter services in over 200 languages, including American Sign Language. Interpreter services are free. We are required by law to provide an interpreter to anyone who wants one.

This handout will help you prepare for your appointment with your Financial Services Representative. It lists the types of information and documents we will need to complete your application for UNM Care or Out-of-County Care.

We will ask about you

We will ask you questions about yourself. For example –

- What's your name?
- What's your address? Phone number? Email address?
- What's your date of birth?
- Do you have health insurance? If so, what kind?

We will ask about household size

For patients 18 years and older, “household” includes the patient, their spouse if they have one, and each person the patient expects to claim as a tax dependent. For these two programs, the tax dependent must be living with you to be counted as part of your household,

For patients under 18 years old, “household” includes the patient, their parents or guardians, and each person their parents or guardians expect to claim as a tax dependent.

If you have questions about dependents, please ask the Financial Services Representative during your interview.



Questions about Household Size -- continued

We may ask questions like these about your household members—

- What family members live in your household?
- How old is each person?
- What is each person's relationship to the patient?
- What type of health insurance (if any) does each person have?

We will ask you about your household income

We will ask you about how much money you make and how much each person in your household makes each month. That will give us your gross household monthly income. **Gross** income is the money you earn **before** any taxes or other deductions are taken out. Knowing your gross income helps us decide if you qualify for UNM Care or Out-of-County Care.

We will ask if you get New Mexico SNAP, TANF, and/or WIC benefits. If you do, you already meet the income requirement for UNM Care or Out-of-County Care.

We will ask you about how you earn money and how much money you earn. We will also ask if you have insurance and whether insurance is offered through your job.

We will ask the same questions about everyone in your household. We will ask about other kinds of income that you or other members of your household might earn. For example, Social Security benefits, Unemployment benefits, Veteran's benefits, Disability benefits, and Bureau of Indian Affairs benefits.

We will ask you for certain supporting documents

After we fill out your application together, we will go over the **supporting documents** that we need you to provide. We ask for certain supporting documents because we need to verify who you are, where you live, how much money you make, and how much money you have in your banking and investment accounts. All of this information helps us decide if you qualify for UNM Care or Out-of-County Care.

Please make sure you don't give us any originals. We only need copies.



Who You Are (Identity)

We will ask you to bring 1 of these documents for **each person in your household**. These documents help us verify your identity and the identity of everyone who lives with you. We will accept any of the documents listed below (copies only please).

- Passport (foreign or U.S.)
- Birth certificate (foreign or U.S.)
- Photo ID (driver's license, government-issued I.D., work or school I.D.)
- Social Security card
- Certificate of Indian Blood
- Divorce papers
- School records or day care center records
- Other government records, such as a visa (expired visas are acceptable)
- Statement from a case worker, community health worker, health care provider, or community agency who knows you and your situation

If you don't have any of the documents listed above, let us know. We will work with you to find another document to meet the proof of identity requirement. Remember, you do **not** need to have U.S. citizenship or a certain immigration status to qualify for UNM Care or Out-of-County Care.

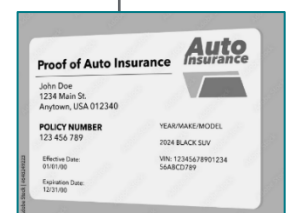
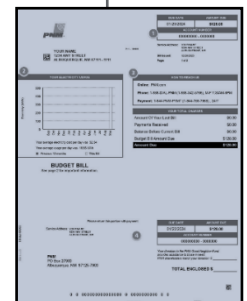


Where You Live (Address)

We will ask you to bring a document with your name and address on it. **You only need one for the whole household.** We will accept any of the documents listed below (copies only please).

- Pay stub
- Car insurance
- Utility bill (electric, gas, water, phone, internet)
- Lease, mortgage, or property tax document
- Other bill or statement
- Proof of enrollment of self or child in an educational institution
- Income tax return
- Social Security, disability, pension, or retirement document
- Statement from a case worker, community health worker, healthcare provider, or community agency who knows you and your situation

If you don't have any of the documents listed here, we may be able to work with you to accept different documents.



How Much Money You Make (Income)

If you are homeless, in bankruptcy, or receiving SNAP, TANF, or WIC benefits, we may ask you to bring documents to support that. For example, a letter from a case worker or community organization that knows your situation; court documents; or a letter from the Human Services Department.

We will ask you to bring documents to show how much money you and everyone in your household earns in a month. We will accept any of the documents listed below (copies only please).

- Pay stubs
- Income tax return
- Letter from employer stating your monthly income
- Direct bank deposits
- Letter or copies of checks from Social Security, Worker's Compensation, Veterans Affairs, or Bureau of Indian Affairs
- Self-employment bookkeeping records
- Statement from a case worker, community health worker, healthcare provider, or community agency who knows you and your situation

If you don't have any of the documents listed here, we may be able to work with you to accept different documents.

If you can't prove your income, or you don't earn an income, you can write a statement saying that. Your statement should say how you pay for daily expenses like food, housing, and transportation.



How Much You Have in Your Bank and Investment Accounts (Assets)

We will ask you to bring documents that prove how much you have in your bank and investment accounts. Investment accounts may be things like stocks and bonds or mutual funds.

To qualify for UNM Care or Out-of-County Care, you can't have more than \$30,000 total in your bank accounts (checking and savings) and investment accounts.

We will not ask you to cash out your retirement fund, bonds, certificates of deposits (CDs) to pay for your medical bills. However, if you have already cashed them out during the year, or if the funds matured during the year (this means the date has come when your investment must be paid out to you), those funds will be counted as income.

We will accept recent account statements for any checking, savings, and investment accounts you have (copies only please). **Note – Your home, car, and retirement fund are not included. You don't need to submit any documents about those.**



We may ask you some other questions

For example, if you need medical care because of an accident, we will ask for more information. We may ask, what kind of an accident was it? Is it covered by Worker's Compensation? Can you show us any documents related to the accident? Have you contacted a lawyer?

Finally, we will ask you these two questions

- 1) Do you give UNM Hospital permission to check your income statements and verify the size of your household (who lives with you) when processing your application for UNM Care or Out-of-County Care?
- 2) Can you confirm that the information you provided in the application process is true and correct?

We will say each question out loud and we will ask you to say your answer out loud as well.

