FINANCIAL ASSISTANCE SUMMARY

As part of our mission and commitment to the community, Hawai‘i Pacific Health hospitals and clinics provide financial assistance to patients receiving emergency and/or medically necessary care who qualify for assistance pursuant to our Financial Assistance Policy (FAP).

Emergency and/or medically necessary care can be obtained from: Kapi‘olani Medical Center for Women & Children, Kaua‘i Medical Clinic, Pali Momi Medical Center, Straub Medical Center, and Wilcox Medical Center.

ELIGIBILITY REQUIREMENTS:
All Hawai‘i residents, including those with insurance, are eligible to apply for financial assistance. Nonresidents who receive emergency care are eligible to apply for financial assistance. Established guidelines are utilized to determine what amount, if any, will qualify for financial assistance.

How to apply for financial assistance:
Free copies of the FAP and the FAP application are available through any of these sources:

IN PERSON: The Financial Services Office at each hospital has financial counselors available to help with the application process.

OVER THE PHONE: Call 522-4013 on O‘ahu, or 866-266-3935 from the neighbor islands Monday-Friday, 8 a.m.-4:30 p.m.

ONLINE: hawaiipacifichealth.org/FAProgram

BY EMAIL: billing@hawaiipacifichealth.org

Hawai‘i Pacific Health’s Financial Assistance program applies only to services billed by our hospitals and/or employed physicians. Services that are billed by non-Hawai‘i Pacific Health providers are not eligible under our FAP. The FAP includes an appendix with a list of these providers.

CHARGES FOR EMERGENCY OR MEDICALLY NECESSARY CARE: Patients who qualify for financial assistance will not be charged more for emergency or other medically necessary care than amounts generally billed (AGB) to patients who have insurance.

All of the Hawai‘i Pacific Health facilities comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

The FAP, the FAP application, and this summary document are available in English, Japanese, Ilocano, and certain other languages, upon request.

JAPANESE: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-808-983-6000 (Kapiolani), 1-808-486-6000 (Pali Momi), 1-808-522-4000 (Straub), 1-808-245-1100 (Wilcox), 1-808-245-1500 (Kauai Medical Clinic).

ILOCANO: PAKDAAR: Nu saritae ti Ilocano, ti serbisyo para ti baddang ti lengguhe nga awanan bayadna, ket sidadaan para kenyam. Awagan ti 1-808-983-6000 (Kapiolani), 1-808-486-6000 (Pali Momi), 1-808-522-4000 (Straub), 1-808-245-1100 (Wilcox), 1-808-245-1500 (Kauai Medical Clinic).

For more information on O‘ahu call 522-4013, or 866-266-3935 from the neighbor islands, or visit HawaiiPacificHealth.org/FAProgram