Will I need to provide any documents?
You may be asked to provide documents depending on what you qualify for. Be prepared to provide a document from each category below. If you are applying in person, please bring them with you. If you are applying over the phone, you will be asked to upload them to MyChart or provide them during your appointment. If you don’t have certain documents, don’t worry! We can still help.

<table>
<thead>
<tr>
<th>Document Category</th>
<th>Examples of Acceptable Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proof of identity</td>
<td>Driver’s License or Non-Driver’s ID, ID NYC, Passport, Foreign ID, Green Card or Work Permit, Naturalization Certificate, Visa, School ID, Marriage Certificate, Birth Certificate, EBT or CBIC Card</td>
</tr>
<tr>
<td>Proof of income</td>
<td>Pay stubs (last 4 weeks), Employment letter, Pension/SS/Unemployment Assistance award letter/check</td>
</tr>
<tr>
<td>Proof of address</td>
<td>Postmarked Envelope, Utility Bill (last 90 days), Rent Agreement, Mortgage Statement</td>
</tr>
<tr>
<td>Insurance eligibility</td>
<td>If you have already been screened for insurance eligibility by an Assistor from another organization or on your own through the New York State of Health Marketplace, share a copy of the determination</td>
</tr>
</tbody>
</table>

What if I receive a bill while I’m waiting to hear about my health insurance coverage?
If you applied for health insurance, you will not be asked to pay the bill while your application is being reviewed. If you get a bill, you should contact us and ask to speak with a financial counselor who will help you.

How do I apply?
Our financial counselors can help you apply for health insurance coverage or financial assistance. Call 1-844-692-4692 and select option 3 to speak to a financial counselor.

NYC Health + Hospitals provides health care for everyone. We respect the rights and privacy of all patients including people who are undocumented. We also help non-English language speakers talk with doctors and other staff members. Our staff speak many languages including Albanian, Arabic, Bengali, Chinese, French, Haitian Creole, Hindi, Korean, Polish, Russian, Spanish, and Urdu. Interpretation services are also available. You can get information in your language.
No Health Insurance? Don’t Worry, We Can Help You.

You have a right to high quality and affordable health care. The best way to make that care affordable is to enroll in health insurance. We can help explain the choices available to you and assist you with enrolling in the plan that is best for you and your family. If you do not qualify or cannot afford any of the free or low-cost health insurance plans available, you may qualify for one of our financial assistance programs – NYC Care or Options – to make our health care services affordable for you and your family.

Why is health insurance important? No one likes to get hurt or sick, but unexpected medical events do occur. Having a health insurance plan helps pay for some of those unexpected costs, including ongoing large medical bills and prescription medications, and can give you peace of mind. We also know that people with health insurance are more likely to get the preventive care they and their family need to stay healthy.

What do I pay? There are many free or low-cost health insurance plans available. We can discuss those choices with you. If you are not eligible for health insurance and qualify for financial assistance, you may be asked to pay according to your needs to stay healthy.

What do I need to apply? You will be asked to give information about yourself and your family and how much you earn. We will help you choose from a variety of health insurance plans and financial assistance programs that are available. Your fee can be as low as $0 for a doctor’s visit.

How do I find out about the choices available? Speak to a NYC Health + Hospitals financial counselor who can help you and your family enroll in free or low-cost health insurance if you are eligible. Our financial counselors are here to help you choose from a variety of health insurance plans you may be eligible for. If you are not eligible for any health insurance plan, cannot afford insurance coverage, or do not have money to pay for medical care, you may qualify for one of our financial assistance programs. NYC Care is available for people who are ineligible for or cannot afford health insurance and live in New York City. Options is available for people who are ineligible for or cannot afford health insurance and live in or visit Nassau County and use our hospitals and health centers in Queens. Options also helps people who live in or visit Westchester County and use our hospitals and health centers in the Bronx.

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