

KNOW YOUR RIGHTS



Health Action
New Mexico

UNM CARE

What is UNM Care?

UNM Care and Out-of-County Care are programs that help people pay their UNM Hospital medical bills. You may qualify for these programs. UNM Care is for people who live in Sandoval or Bernalillo Counties. Out-of-County Care is for people who live in other NM counties. If you qualify, you can get help paying for your medical and health care expenses at UNM Hospitals and clinics.

How to Apply and Enroll :

- Online at <https://unmhealth.org/patients-visitors/billing-insurance/patient-financial-assistance.html>
 - By phone at 505 272- 2521.
 - At UNM Hospitals' or clinics' Billing & Insurance Offices
 - Main Financial Assistance Office: 1131 University Blvd, Suite D, 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

Information Required to Apply for UNM Care

You need to provide documents to help UNM 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 UNM know and they 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 (passport, birth certificate, photo ID, school or daycare records, statement from a case worker or community agency, etc.)
- Address: You need a document with your name and address on it (pay stub, car insurance, utility bill, lease, etc.) (only 1 for the whole household).
- Proof of income: You need to show how much money you and everyone in the household earns in a month (pay stubs, income tax returns, letter from employers, etc.)
- 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.
 - Checking and savings statements
 - Investment statements
 - You will not be asked 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

SSNs and Immigration Status: Social Security numbers and proof of citizenship/immigration status are not required!

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).

Note: If you believe you qualify, it's best to **apply right away**. Otherwise, you can apply **within 6 months** of receiving medical attention at a UNM Hospital. (As long as the care was seen as "medically necessary", like emergency cases.)

KNOW YOUR RIGHTS



Health Action
New Mexico

How to 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.

Income limits

Household Size	Maximum Household Monthly Income
	Your entire household must make <i>less</i> than this amount in order to qualify for UNM Care
1	\$3,765
2	\$5,110
3	\$6,455
4	\$7,800
5	\$9,145
6	\$10,490
7	\$11,835
8	\$13,180

Out-of-County Care

If you do not live in Bernalillo or Sandoval County, you must be referred by a doctor or medical professional to receive services at UNM Hospitals. Generally this means you need specialized care that is not offered in your county and as such must receive care in a UNM Hospital or clinic. Once you have this referral (or after you received the care at a UNM Hospital, you may apply for UNM Care.

What is and is not covered by UNM Care?

Services covered by UNM Care	Services NOT covered by UNM Care
<ul style="list-style-type: none">✓ Health care services, supplies, treatments, and procedures that are medically necessary. Medically necessary costs include supplies or services that are needed to figure out or treat your condition, or to keep you healthy. Providers decide what is medically necessary.✓ Prescriptions for certain medicines that can be filled at UNM Hospital pharmacies. Please ask your provider if your medicine is covered by UNM Care or Out-of-County Care.	<ul style="list-style-type: none">✗ Prescriptions filled at pharmacies outside UNM Hospital✗ Cosmetic (plastic) surgery✗ Some family planning services such as –<ul style="list-style-type: none">✗ Surgery to undo a vasectomy (vasectomy reversal)✗ Elective procedures to end a pregnancy (abortion)✗ Testing and treatment related to difficulty getting pregnant.✗ Ambulance services✗ Medical equipment such as beds, canes, or oxygen tanks bought at stores outside UNM Hospital

Keeping UNM Care

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.