

Eligibility Frequently Asked Questions

	Question	Answer
1.	What is the Harris Health Financial Assistance Program?	The Harris Health Financial Assistance Program is a program that is available to Harris County residents whose gross family income, as it relates to family size, falls at or below at or below 150% of the Federal Poverty Level.
2.	Is the Harris Health Financial Assistance Program health insurance?	No. The Harris Health Financial Assistance Program is not health insurance. It is a financial assistance program used within the Harris Health System.
3.	Who is eligible for the Harris Health Financial Assistance program?	Residents of Harris County are determined to be eligible based on the income and residency criteria. Applicants who are potentially eligible for programs such as but not limited to CHIP, CHIP Perinatal, Medicaid, Marketplace, TANF (Temporary Assistance for Needy Families), SSI (Supplemental Security Income), Title V or Healthy Texas Women Program (HTWP) must apply so that the Financial Assistance program is utilized as the final option for payment of medical services.
4.	Where am I able to use the Harris Health Financial Assistance Program?	The Harris Health Financial Assistance Program can be used at all the participating Harris Health Facilities. Visit the website at https://www.harrishealth.org/locations/hhs to see a list of our Primary Care, Same Day Clinics, Specialty Care, Hospitals, and Emergency Care locations.
5.	What happened to the “Gold Card” program?	The “Gold Card” program is now called the Harris Health Financial Assistance Program. You are no longer issued a card, please hold on to your notices you receive regarding your eligibility.
6.	How can I apply for the Harris Health Financial Assistance Program?	You have several options to apply for Harris Health’s Financial Assistance Program by submitting a Harris Health Application for Financial Assistance along with your supporting documents. (1) Apply online at https://ola.veritysource.com/harris , (2) Apply by mail (P.O. Box 300488, Houston, TX 77230), or (3) Drop- off in the eligibility drop box at the front door of the locations listed on the Harris Health website at https://www.harrishealth.org/access-care-hh/eligibility
7.	How do I complete the application?	Please visit the following link for a detailed video on how to complete the application: https://youtube/Gy6W26Dlk4?si=O8mdwb6gLhG9DaY4 .
8.	Where can I find specific eligibility forms?	You can find them on the Harris Health system website at https://www.harrishealth.org/access-care-hh/eligibility under the “What do I need” tab or the forms are available at the drop off locations also listed on the website.
9.	Is the Financial Assistance application used to apply for any other programs?	The application is not only utilized for the Financial Assistance Program but also for several state grants (Title V, Texas Family Planning, and Epilepsy).
10.	Why do I need to complete all of the questions on the Harris Health Application for Financial Assistance?	The questions on the application are necessary to determine eligibility for additional state and federal programs that you may qualify for.

Eligibility Frequently Asked Questions

11.	Can I apply for the Harris Health Financial Assistance Program if I have medical insurance?	Yes. If you have other healthcare coverage you may be eligible to participate in the FAP for medical services that are provided by Harris Health but that are not covered under your benefit plan. To qualify for such assistance, the insurer must be under contract with Harris Health, and you must use Harris Health for medical services. The financial assistance may also be applied to deductibles, co-insurance, and co-payments of other healthcare coverage, as allowed by federal billing regulations and other third party payer agreements. To see if your insurance is accepted by Harris Health, please visit our website at https://www.harrishealth.org/patients/insurance .
12.	Is there a fee to apply for the Harris Health Financial Assistance Program?	There is no fee to apply for the Harris Health Financial Assistance Program. If you are asked for any money to fill out and approve your application, do not send any money. Please report these incidents to Harris Health's Compliance Hotline at 844-565-0621.
13.	If I have any questions about the Harris Health Financial Assistance Program or the status of my application, is there a phone number to call?	For questions call 713-566-6509 (Monday – Friday, 8am – 4pm) to speak to the Eligibility Call Center team member for any questions regarding the Harris Health Financial Assistance Program.
14.	How long will it take for my application to be processed?	Applications received are processed within 14 days.
15.	What should I do if I haven't received a response after 21 days after submitting my application and supporting documents?	Call the Eligibility Call Center at 713-566-6509 to check the status of your application.
16.	I received a Notification of Pending Eligibility Status, and I have submitted the documents requested. How long will it take to complete my eligibility?	The eligibility will be completed within 7 days of receipt.
17.	How will I know if I was approved for the Harris health Financial Assistance Program?	You will receive your notices in the mail advising you of the outcome.
18.	What am I responsible for paying if I am enrolled in the Financial Assistance Program?	There is a nominal copay that will be requested but not required to receive your services.
19.	How long is the enrollment for the Harris Health Financial Assistance Program?	Applicants who qualify for the Financial Assistance Program are usually enrolled for 1 year, and must reapply to renew your Financial Assistance Program.
20.	Will I receive a renewal reminder?	You will receive notifications via text message and a letter to the last address provided. In addition, the registration staff will provide reminders when you are checking in for your medical appointments.
21.	What must I submit to renew my eligibility?	If a renewal applicant's name, address, marital status, legal status, number of household member(s), and/or health care coverage has not changed since the expiration of his/her prior application, (s)he only needs to complete and submit the application along with the family gross income for the past thirty (30) days. Renewal applicants with Medicare coverage will also need to complete a Medicare Assets form and provide proof of any resources and debts/liabilities listed on the form.

Eligibility Frequently Asked Questions

22.	What should I do if I need to report a change?	Call the Eligibility Call Center at 713-566-6509 to report the change and discuss if any additional information will be needed. All changes that affect your current plan will be effective the first day of the following month.
23.	If I moved out of Harris County, can I continue to use the Financial Assistance Program under Harris Health System?	No. You must reside in Harris County to qualify for the Financial Assistance Program. You can always reapply if you move back into Harris County.
24.	If I have an emergency, how can I obtain the Financial Assistance Program quickly?	If you fall into one of the categories described below, please call our eligibility call center at 713-566-6509: 1) Patients discharged from Ben Taub or Lyndon B. Johnson hospitals within the past 30 days and need a follow-up appointment. 2) Patients discharged from Ben Taub or Lyndon B. Johnson hospital's emergency room within the past 30 days and need a follow-up appointment. 3) Patients who have a surgical procedure scheduled at a Harris Health facility. 4) Patients who need to schedule or reschedule a Harris Health medical appointment or a procedure. 5) Patients who need to have a prescription filled or renewed in which Harris Health medical staff wrote.
25.	What does Self Pay mean?	The applicant does not meet the eligibility criteria to become a Participant in the Financial Assistance Program. Self Pay patients have a different scale for payment for services and are required to provide payment at time of service. For a list of services and related payments please refer to our website at https://www.harrishealth.org/access-care-hh/Pages/default.aspx .
26.	How soon can I reapply if I am Self Pay?	If your circumstances have changed, you can re-apply and provide the supporting documentation to show proof of the changes you are now reporting.
27.	How do I know if Harris Health accepts my insurance?	Visit our website at https://www.harrishealth.org/patients/insurance to see a list of insurances accepted by Harris Health System.
28.	How do I make a doctor's appointment?	Please call the patient appointment center line at 713-526-4243.