



OUR COMMITMENT

Trinity Health is committed to providing care, treatment and services to all who come to us based on medical necessity.

Trinity Health understands that we all have different lived experiences, needs, identities, customs, and abilities.

Trinity Health is committed to providing quality, accessible, equitable care and services that are responsive to the needs of the diverse communities served.

Trinity Health Financial Assistance

20555 Victor Parkway
Livonia, MI 48152

Customer Service

Monday–Friday, 9 a.m.–5 p.m.
800-494-5797 Option 2

[trinityhealthmichigan.org/tools-and-resources/
billing-and-insurance/financial-assistance](https://trinityhealthmichigan.org/tools-and-resources/billing-and-insurance/financial-assistance)

As a sponsored ministry of the Catholic Church, Trinity Health provides health care services guided by the moral principles described in the Ethical and Religious Directives for Catholic Healthcare Services published by the U.S. Conference of Catholic Bishops.



THMI W11884-2503-BC

Patient Financial Assistance



Who is eligible for financial assistance?

Financial help is provided based on your income. This is defined using Federal Poverty Level guidelines.

The Federal Poverty Level guidelines may be viewed at <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>.

Short-Term and Long-Term Payment Plans are available

Short-term payment plans are interest free. Patients must pay balances within one year. You can get a long-term interest-bearing plan if you can't pay the total balance within one year.

What services qualify for financial assistance?

- Medically necessary services charged and billed by the hospital and affiliates when approved, including inpatient and emergency services.
- Prior qualifications should occur for scheduled outpatient services and those provided at Trinity Health Medical Group and our community benefit ministries.

What services don't qualify for financial assistance?

- Elective services such as cosmetic surgery.

Financial Counselors are available to help you

They will assist you in completing financial assistance applications. This will determine what aid is available and includes assessing eligibility for Medicaid.

You may contact a financial counselor at the place where you receive care. The financial counselor can help determine if you qualify for financial help. Financial counselors can also provide free copies of the Financial Assistance Policy, Application, and Plain Language Summary.



3 Ways to Apply for Financial Assistance

1

Complete and submit the application through your Trinity Health MyChart patient portal. If you need to create a MyChart account, scan the QR code below.

Scan Here
to Sign-up
for MyChart



2

Applications are available on the hospital's webpage: trinityhealthmichigan.org/tools-and-resources/billing-and-insurance/financial-assistance

3

You may also request the application by visiting, mailing or calling the place you received care or by calling or writing to us at:

Trinity Health Financial Services
20555 Victor Parkway
Livonia, MI 48152

Toll free at 800-494-5797 Option 2