

Financial Assistance at ZoomCare

Help is Available

ZoomCare is committed to making sure our patients get the care they need, whether or not they are able to pay. Our mission is to deliver innovative, high-quality, convenient healthcare. This is our purpose and the reason we exist. This principle makes us unique within the complicated world of healthcare. As the healthcare landscape is constantly changing, we are committed to ensuring that our care evolves to meet our patients' unmet needs. You may qualify for free or discounted care based on family size and income, even if you have health insurance. Patients who have trouble paying for a bill should go to [zoomcare.com/financial-services](https://www.zoomcare.com/financial-services) or call a Patient Support Center at the numbers listed below.

How to Apply

Online, or by mail. A patient can apply for financial assistance by applying and providing support documents. Please contact us with questions, or to request free copies of our application form and policies.

- **By telephone:**
 - 844-966-6777
- **ZoomCare website:**
<https://www.zoomcare.com/financial-services>
- **To obtain documents via mail free of charge:** call us at the numbers listed above

Financial Help Fast Facts

What should I do if I can't pay my bills?

Any patient can apply for financial assistance. Anyone who applies will be asked for information that shows their financial need. ZoomCare offers help with your bill based on your income and ability to pay. We have discounts that range from 50% to 100%. The amount of support available depends on the patient's financial needs.

What is covered?

A patient approved for financial assistance will be covered for medical treatment and will not be charged more than the amount generally billed (AGB) to patients who have insurance.

Can I make payments?

ZoomCare requests payment in full when you receive your initial billing statement. Your balance can be paid in multiple ways, such as credit card, prepaid card, cash, check, or online payment. Payment plans are also available. Please call the numbers above to discuss payment options with a Patient Financial Services Specialist.

Coverage assistance:

We can help patients apply for community or government programs that may help cover medical bills.

Patients who do not have insurance can contact us for help. We will assist patients who have a large bill even after insurance has paid.

If English is not your first language: Our financial assistance policy, an application, and this summary are available in the following languages:

- Japanese
- Korean
- Vietnamese
- Mandarin Chinese
- Spanish
- Russian
- French