

HELPING PATIENTS GET CONNECTED TO HEALTH COVERAGE UNINSURED PATIENT ADVISOR HOTLINE

WHAT IS THIS?

We know that unemployment is rising in part due to the COVID-19 pandemic impacts. This is why HCA Healthcare has created a dedicated hotline for patients that may have recently lost their jobs (laid off or furloughed). The hotline provides personalized guidance to health coverage options, and can do the following:

- Evaluate eligibility for COBRA, Healthcare Marketplace/Exchange Plans, and/or Medicaid and potential resources that may offset cost of insurance premiums
- Understand, complete and submit eligibility applications on the patient's behalf (if desired)
- Follow up with county or state to complete eligibility process (if needed)

WHO IS THIS FOR?

This is a free service and is intended to help connect individuals that may be faced with health insurance coverage challenges due to unemployment.

HOW CAN THEY HELP?

This hotline is staffed by patient benefit advisor and can help patients with their individual situation to find their best coverage options.

WHAT DO I NEED TO DO?

We encourage patients concerned about being able to pay for healthcare services due to a change in job status or healthcare coverage to call.

WHEN CAN I CALL?

The service is offered Monday - Friday from 8AM to 6PM EST and is open now.

WHERE TO LEARN MORE?

To learn more about the services our advisors provide, visit missionhealth.org/covid-19/health-coverage-hotline

** There is no cost to patients for this service. We are not representing any other company or selling insurance plans.*

**INSURANCE
ASSISTANCE
HOTLINE**

833-541-5757

missionhealth.org/covid-19/health-coverage-hotline



- 1** Patient benefit advisors provide personalized guidance on health coverage options for patients that may have recently lost their jobs
- 2** Patients are evaluated based on eligibility for COBRA, Healthcare Marketplace/Exchange Plans and Medicaid
- 3** Service is free

