

The following documents may be used to confirm proof of income:

- Gross income for last 30 days
- Most recent income tax form(s). If self-employed, bring IRS Schedule C (Net Income)
- Current pension statement or check stub
- Current Social Security Award Letter
- Proof of rental income - IRS Schedule E
- Unemployment compensation income
- Workers' compensation income
- Child support and alimony income
- Current college scholarship and grants (Financial Aid)
- Dividend interest income
- If patient is unemployed, he/she must complete an Employment Verification Statement form. Additionally, the same form is required from any adult in the family unit who is unemployed. Form is available at jacksonhealth.org/patient-tools/financial-assistance/.
- Current bank statements
- Proof of dependents (such as tax return, birth certificate or legal guardianship)



Other financial assistance

We believe that every person living in Miami-Dade County has a right to health care that they can afford. If you do not have medical insurance, we ask that you provide information regarding your citizenship/residency, including proof that you have lived in Miami-Dade for at least 90 days, gross income, and size of family unit. This information will allow us to determine if you qualify for any of our medical assistance programs.

Please call **305-585-6000** to schedule a new appointment with a specialist. You will be asked to provide proof that you live in Miami-Dade County and proof of your income. This will determine your responsibility and ability to pay. Your answers will only be used to find programs that may help pay for your care.

During your appointment, please upload the information that applies to you at jhsmiami.org/financialassessment.

- Current U.S. passport or other country passport (Active or expired)
- Voter registration card
- Birth certificate for applicant and all family members
- Naturalization papers
- Any INS forms, or other correspondence (Active or expired)
- Resident alien card
- Religious visit records
- I-94
- Employment authorization card
- Permanent resident card
- Marriage or divorce documents

This information is confidential and will not be reported to Department of Homeland Security (DHS) or any law enforcement or customs agency.



JACKSON
MEMORIAL HOSPITAL

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www.JacksonHealth.org

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JHSO-21-B156



Financial
Assistance
for medical care

Jackson
HEALTH SYSTEM
Miracles made daily.

At Jackson Health System, we understand that medical costs often occur when individuals least expect them.

If you are a resident of Miami-Dade County seeking financial assistance for medical expenses, the Jackson Prime Card might be right for you. Our Financial Assessment team is available to answer your questions and enroll **new** applicants.

New applicants registering for the Jackson Prime Card

Please call **305-585-6000** to schedule an appointment and follow the prompts which are provided in English, Spanish, and Creole.

Advise the call center representative that you are a new applicant and you would like to schedule a Financial Assessment appointment. At that time, the representative will give you a list of documents that must be submitted on the day of your appointment. The list of documents can also be found on www.jacksonhealth.org, Patient Tools, Financial Assistance main page under Informational Brochures.

Please allow between 30-45 minutes for your telephone appointment interview. One of our representatives will call you within a 3-hour time frame from your scheduled appointment. Interpreter service is available for TTYL and other languages.

Please be prepared to provide a valid e-mail address. This e-mail will be used by our representative to send the required forms in the individual’s preferred language from: websupport@invaildemail.com. Applicants will also need to provide the following documents:

- **Driver’s license**
- **Official Florida ID**
- **Passport**
- **Social Security Card (you must still present picture identification)**

If you are enrolling a minor under 18 who is not your child, you must have proof of legal guardianship.

Renewing your Jackson Prime Card

Complete your online application prior to the expiration of your Jackson Prime Card in order to renew your benefits. The application can be found at jacksonhealth.org/patient-tools/financial-assistance/. Near the top of the website, hover over “Patient Tools” and select “Financial Assistance.”

**Please note that the Internet browser to open this link is: Google Chrome, Safari and Microsoft Edge.

Scroll down and click the “*Jackson Prime Online Renewal Portal*” button.

The welcome screen will have two separate tabs. Click the left tab to submit your renewal application. Click the right tab to submit additional documentation.

Proof of residency and income

The following documents may be used to confirm Miami-Dade County residency:

- **One current document with your name and address dated greater than 90 days**
- **Florida driver’s license, or valid Florida Identification Card**
- **Current mortgage or lease agreement**
- **Water, electric, telephone, or other utility bill in the name of the patient, spouse, or partner showing the current home address**
- **A letter from any governmental agency**
- **Paycheck stubs**

Third party support and verification statement must be completed and notarized if you receive support and/or room and board from a family member or friend. The form is available at jacksonhealth.org/patient-tools/financial-assistance/.

Looking for more information?

Financial classification

If you have additional information, or your financial situation changes and you think it might change your financial classification, please call for a financial re-evaluation appointment at **305-585-6000**.

If you were not able to upload your documents, please drop off at:

- **ACC West 127, Main Campus**
- **Rosie Lee Wesley Health Center**
- **Dr. Rafael A. Peñalver Clinic**
- **North Dade Health Center**



Customer service/Patient billing

If you have questions about a Jackson Health System bill you received in the mail, please call our Customer Service Department at **1-877-881-6177**.

For more information about the Jackson Prime Card, call the Jackson Health System Financial Assessment Department at **305-585-2222**. And if you would like to make an outpatient clinic appointment, call the Jackson Health System Appointment Scheduling Center at **305-585-6000**.



JHS Jackson Prime discount services are available only at Jackson Health System facilities. Not all services offered at Jackson Health System are covered by the JHS Jackson Prime. For services covered, only JHS facility costs are included and not the physician’s bill.