



## FINANCIAL ASSISTANCE PROGRAM Q & A's

### **Q: What is Crayon Care?**

A: Crayon Care is the financial assistance and charity care program that is available to those who qualify. It is not a form of health insurance but can help to reduce out-of-pocket expenses for both insured and uninsured patients.

### **Q: Who can apply for Crayon Care?**

A: All Scottish Rite for Children families are welcome to apply for Crayon Care.

### **Q: I don't think I would qualify for Crayon Care. Do I still need to apply?**

A: It is not a requirement to apply for Crayon Care; however, we encourage all families to apply. Every family can qualify at some level, for either a discount on services with an annual cap OR a cap on total expenses incurred at SRC.

### **Q: How much will I have to pay?**

A: Families are limited to pay no more than 1% of their annual gross income for 12 months, but may qualify for 100% financial assistance, depending on their household's annual gross income.

### **Q: Do I have to renew my application?**

A: Yes. Applications must be renewed on an annual basis.

### **Q: Can I apply for financial assistance after my visit to Scottish Rite for Children?**

A: Yes. Families can apply at any time as long as there is an outstanding balance.

### **Q: Parents are not in the same household. Which parent needs to complete the application?**

A: The subscriber on the insurance needs to complete the application. A patient who has active Medicaid or CHIP is not required to apply.

### **Q: How do I apply for Crayon Care?**

A: 1) Complete the two-page application; 2) Provide proof of income for all household income earners; 3) proof of 1% of your annual gross income in medical expenses within the last 12 months.

For more information about our policy and application or assistance with the application process, use the contact information below to connect with the Family Services Counselors. We look forward to speaking with you!

#### **Dallas Campus**

214-559-8630

FamilyServicesCounselors@tsrh.org

2222 Welborn Street

Dallas, Texas 75219

Fax: 214-224-3814

#### **Drop Off:**

Registration Desk on Level C

#### **Frisco Campus & The Star**

469-515-7191

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5700 Dallas Parkway

Frisco, Texas 75034

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#### **Drop Off:**

Family Services (Level 1) or Clinic Desk