



What every employer needs to know *about hospital financial assistance*



2024 Goodroot survey results: *What we uncovered*

We surveyed 2,000 American adults to gauge medical debt prevalence and level of awareness and experience concerning hospital financial assistance programs. We then isolated results to focus specifically on those with commercial, employer-sponsored coverage.

\$17,393

Average amount employers spent on health benefits for family coverage per employee in 2023—up 47.54% since 2013.

\$2,500 - \$10,000

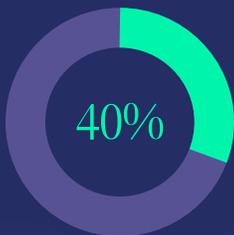
40% of survey respondents report having this amount of medical debt.

43%

Of people currently have or have previously held medical debt.

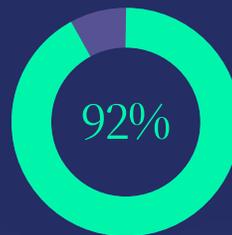
\$10,000+

An additional 12% face debts over \$10,000.



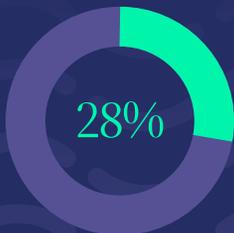
Medical Debt Impact

40% of people with private insurance say that medical debt impacts their ability to cover daily living expenses like gas, rent and groceries.



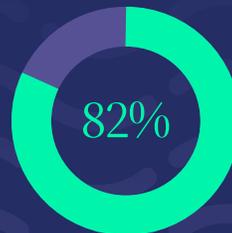
Care Avoidance

92% have avoided seeking medical care due to cost.



Financial Assistance Utilization

Only 28% of respondents have applied for hospital financial assistance.



Financial Assistance Awareness

82% were either not aware of or have never applied for hospital financial assistance.

What is Hospital Financial Assistance?

In return for nonprofit and tax-exempt status, hospitals must offer “community benefits,” including free or discounted care to patients unable to pay.



Who is eligible?

Each hospital or health system has their own Financial Assistance Policy, and each policy has its own eligibility criteria and application form. Typically, hospitals consider total household income, family size and sometimes available household assets when determining eligibility for their financial assistance program.

People consistently underestimate the income range for free or discounted care through Hospital Financial Assistance, even when their actual income levels would qualify them.

Many hospitals extend substantial discounts to patients, even those with commercial insurance, with eligibility thresholds reaching up to 400% of the Federal Poverty Level. Urban hospitals may go up to 600%, translating to household incomes of \$120,000 and \$180,000 for a family of four, respectively.

Why don't more people apply?

While 60% of people—including those with commercial insurance—are likely eligible for hospital financial assistance, our survey results point to a significant lack of awareness and misconceptions about these programs.

“I had health insurance through my employer, so did not believe I would qualify”

“I believed my income was too high”

“Application requirements were too complex”

“I didn't feel comfortable accepting charity”

As an employer, how can I help?

As an employer, your support is crucial. Hospitals, though legally obligated to offer assistance programs, often fall short in creating awareness and facilitating eligibility checks. Employers must step in to raise awareness among their employees.

Utilizing navigation services with user-friendly financial assistance technology can significantly simplify the application process. Some healthcare navigation companies leverage streamlined technology, reducing the time commitment for employees to just 4-8 minutes from eligibility check to submission.



To learn how you can benefit from our solution, contact:

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