

Financial Assistance | MyUnityPoint FAQs

1. What is MyUnityPoint and how is it used for financial assistance?

MyUnityPoint is a secure, online patient portal that allows you to access your medical records, communicate with your care team, pay bills and manage healthcare-related tasks. MyUnityPoint provides patients with one portal to view their billing and medical-care footprint — making it easier for patients to request help with medical bills and coverage.

2. Do I need to have a MyUnityPoint account to apply for financial assistance through the portal?

Yes, you need an active MyUnityPoint account to apply for financial assistance through the portal. If you DO NOT have a MyUnityPoint account, you may create one [here](#). If you would prefer a paper application, one can be accessed [here](#) or requested when completing the check-in process at our clinics.

For patients of UnityPoint Health – Meriter, please utilize this [online application](#).

3. How do I apply for financial assistance through MyUnityPoint?

To request financial assistance through MyUnityPoint, complete the following steps:

- Login to [MyUnityPoint](#)
- Choose UnityPoint Health Financial Assistance from the main menu. Please note, minors will not have the Financial Assistance option in their MyUnityPoint profile but can be added by the parent/guarantor when requesting financial assistance.
- Enter details about your household, income, expenses and assets
- Submit/upload all required documents
- Review your answers, fill out the Financial Assistance Application, sign and click Submit

If you DO NOT have a MyUnityPoint account, you may create one [here](#) and follow the steps above.

For patients of UnityPoint Health – Meriter, please utilize this [online application](#).

4. What are the benefits of applying for financial assistance through MyUnityPoint?

- **Convenience:** You can apply for financial assistance from anywhere at any time without having to visit the hospital or office in person.
- **Secure and Private:** Your personal and financial information is kept secure and confidential through MyUnityPoint encryption and security features.
- **Faster Processing:** Communication through the portal will allow you to receive a quicker response or approval compared to a paper form which will require communication to take



place via mail. Timely submission of all required documentation is still key — incomplete applications may delay decision-making.

- **Reduced Wait Times:** You won't have to wait in long lines or schedule appointments to get help with your financial assistance application.
- **Direct Communication:** MyUnityPoint allows you to communicate with financial assistance coordinators directly, making it easier to ask questions or clarify any information about your application.

5. Is it safe to submit financial information through MyUnityPoint?

Yes. MyUnityPoint is a secure platform that complies with HIPAA (Health Insurance Portability and Accountability Act) regulations, ensuring your personal and financial information is protected. Because you're submitting via the UnityPoint Health portal, your documentation is linked directly with your account and processed securely.

6. Can I track the status of my financial assistance application through MyUnityPoint?

Yes. MyUnityPoint allows you to track the status of your application in real time — see when it's received, under review and approved/denied as well as respond to any requests for additional information or documentation.

7. What documentation will I need to apply for financial assistance through MyUnityPoint? The same documentation is required for all financial assistance applications.

Below is a list of all documentation required to be included with your Financial Assistance Application for members of your household those over 21 years of age:

- Federal Tax Return(s) including all schedules for the past year
- Payroll check stubs for the last three pay periods or a pay stub with year-to-date income
- Proof of any other income from all sources
- Copies of benefit award letters (pension, unemployment, disability, or social security income)
- Copies of bank statements for the last 3 months
- Your Medicaid response letter or response for the Medically Needy program if denied for Medicaid (If applicable)

8. Will my financial assistance application affect my credit?

No, applying for financial assistance through MyUnityPoint does not affect your credit score. The process is designed to assist you in managing medical expenses without the negative impact of traditional credit checks.

9. Who can I reach out to with questions?

You may reach out to the UPH Financial Assistance Team toll-free at 1-833-874-4243 or via email at FA_CBO_Request@unitypoint.org.

