



## **Funeral Program – Financial Assistance FAQ’s**

The following guidelines have been established for **only** the *Funeral Program* for both adults and pediatrics. Please read over the information carefully **before** having the patient or patient’s family complete the financial assistance application. The following information **does not** replace any other information listed on the website, the application, or other published information.

### **Pediatric Funeral Assistance Program –**

Applications for financial assistance for the funeral program cannot be applied for until the pediatric patient (under the age of 18) has passed away. Once the patient's family has received the final invoice, after insurance and/or private payments, an application can be submitted. Please refer to the financial assistance application for important information about the process and who can apply on behalf of the pediatric patient (under the age of 18).

### **Adult Funeral Assistance Program –**

Applications for financial assistance for the funeral program can be submitted under the following two circumstances only:

- If the patient is not expected to live more than two weeks (or fourteen days), an application can be submitted by the patient. If the patient is unable to complete the application, only someone that has legal authority can apply on behalf of the patient, regardless of the relationship. This can include legal guardianship or power of attorney. The social worker will need to provide their verification letter at the time of the application indicating the patient's date of service and that the patient is not expected to live more than two weeks (or fourteen days). The patient, or the person completing the application, should be advised that we cannot process the application until a final invoice, after insurance and/or private payments, has been received from the funeral home, however; we can start the "checklist" process (Step #2) to aid in the collection of the supporting documentation.
  - If an application is submitted **without** the proper legal authority, and the patient passes away *before* obtaining the appropriate legal authority (assuming the patient is not completing the application themselves), the person applying on behalf of the patient will need to revert to the second option (listed below).
- If the patient has passed away, the person completing the application will need to have legal authority to apply on behalf of the deceased patient. This would include the appropriate paperwork from their local probate court either naming them the executor of the deceased patient's estate or their personal representative. The remaining steps and documentation would apply before proceeding to Step #2 (i.e. verification letter, final invoice).