



UNITED IN SERVICE.
TRUSTED FOR LIFE.

FINANCIAL COUNSELING

At Nor-Lea, we strive to be up-to-date with new resources available locally and state wide. Our compassionate, bilingual staff constantly attends training and workshops on changes to insurance and Medicaid programs.

Financial Assistance Programs:

- Sliding Scale Program for primary care
- Medicaid Enrollment
- New Mexico Health Insurance Exchange
- Breast and Cervical Program
- Lea County Diabetes Program
- Pharmaceutical Assistance Program
- Transportation Assistance
- Financial Indigent
- Charity Assistance
- Payment Plans
- Medicare and Insurance Pool Assessment
- EMSA
- Community Assistance Program

Available onsite:

PE/Medicaid Determiners

NMHIX Enrollment Counselors

Registered Medication Assistance Advocates

Patients We Most Commonly Serve

- Patients who do not have the available resources to meet their medical/social needs
- Patients who need assistance in enrolling in medical programs
- Patients who have recently lost their medical coverage
- Patients who have recently been diagnosed with a major illness
- Patients who need education on medical coverage

What to Expect

- Eligibility is based upon federal poverty guidelines
- You may be asked to bring supporting documentation
- Unbiased screening to provide all available resources to meet medical and social needs for the patient and family
- Coordinate with providers to provide quality care while addressing patient financial responsibility
- Research any and all available resources locally and state wide to alleviate patient burden
- Act as a resource for providers and hospital staff
- FAP eligible patients will only be billed AGB (*amounts generally billed* as required by 501r)

Monday - Friday 8:00 a.m. - 5:00 p.m.

For an application or our policy please visit our website (under the *resource* tab) or call to schedule an appointment with any of our bilingual counselors.

Información en español disponible.

**| Nor-Lea Hospital District |
| Financial Counseling Department |
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