

Nemours Financial Assistance Policy



Nemours understands that receiving the health care your child may need can place difficult financial burdens on families.

It is within our mission to restore and improve the health of children through care and programs, with one high standard of quality and distinction regardless of the recipient's financial status. We are committed to doing whatever it takes to achieve this.

Nemours has the services and support to help families understand and meet the financial obligations related to their child's care.

Financial counselors are available at Nemours primary locations. These counselors can help families learn about potential resources, establish flexible payment plans, apply for different Medicaid programs, or complete an application for one of the Nemours financial assistance programs.

Eligibility, Application and Information

Based on their financial status, families may be eligible for one of the Nemours assistance programs. To determine if you qualify, Nemours considers existing insurance coverage, family income and financial resources, and family size and circumstances. We compare the information you provide us with the current Federal Poverty Level Guidelines (FPL) to calculate care discount rates.

To learn more about our financial assistance programs or make an appointment to speak with one of our financial counselors, please call one of the numbers listed below, Monday through Friday from 8:00 a.m. to 4:30 p.m. You may be asked to provide the necessary information to make assistance decisions, which could include verifying your family income and assets.

- Wilmington (302) 651-5747 or (800) 252-0040
- Jacksonville (904) 697-3721
- Orlando (407) 650-7703
- Pensacola (850) 473-4509

Nemours is committed to treating every child as if they were our own. If you are unsure if you can afford the care your child needs and think you may qualify for charity care or discounts, please let us know.

Your child. Our promise.