

Frequently Asked Questions

How long is the process?

We have a Kosair Kids Committee meeting every two weeks. Once we receive your completed application and all needed paperwork, you will be included in the next meeting. This process may take 2-4 weeks.

What do I need to turn in with my application?

We need the first two pages of your most recent tax return, two recent pay stubs from all working parents/guardians, and a copy of the bill(s) we need to review and an Explanation of Benefits (EOB).

If you are turning in therapy session or therapy equipment quotes, we will also need a letter of recommendation from your therapist.

What kind of bills can I turn in?

We can review any current medical bills or quotes for future bills or equipment. We will not look at bills older than 90 days.

Does Kosair Charities purchase vehicles for families?

No, we do not.

Does Kosair Charities purchase wheelchair ramps for families?

No, we do not.

Does Kosair Charities pay for therapy?

We will review any therapy quotes if we receive a quote prior to the first session. We will not pay any back therapy costs that were not approved by the Kosair Kids Committee.

What happens if I get additional bills?

If you have a completed application on file you can continue to submit bills without having to turn in another application. You will have to wait until the next meeting date to see if you are approved.

How often do I need to fill out an application?

We require a new application each time you receive your yearly tax return.

How will I be notified?

We will send a signed letter by email or mail. You may take this with you to the vendor to notify that we will be assisting with the charges.

Can I turn in bills currently in collections?

No. We do not accept bills already in collections.

What is the medical release form?

If we have further questions about diagnosis or treatment plan, the medical release form allows us to call your doctor and ask about patient information.

Is there a financial restriction for assistance?

We treat every file on a case by case basis. Each application is looked at individually to determine need.

What do you need if I do not file income taxes?

We require proof of income. You would need to provide us with a copy of your disability, social security, child support form or Michelle P. Waiver acceptance.

Do I have to have insurance to apply?

Yes. We will not be able to help with any medical bills if you do not currently have insurance.

I filled out an application with the hospital. Do I still need to fill out yours?

Yes. Norton Children's Hospital and Norton Healthcare is a separate organization. We do not have access to anything you turn in with them. Norton financial assistance will review all Norton related bills and we will review any other medical charges incurred.

What do I need to turn in if I receive government-assisted income?

You will need to submit any notifications received for your government assisted income.

Can I submit bills from providers out of state?

Yes. As long as you are a resident of Kentucky or Southern Indiana, we will review the bill.