

CHOP Care Network Pottstown Utility Assistance Policy (Effective 7/1/2014)

PLEASE READ if you are submitting a request for an extension on any of your utility bills. If you have any questions about what is written here, please ask someone at the front desk to help you.

- 1. Your child should be up to date on his or her regular well visits in order for us to process your request.** For example, children above the age of three should have their yearly well visit. If you are unsure if your child is up to date, please ask at the front desk.
- 2. Your child should be up to date with asthma maintenance visits every 6 months or as directed by an asthma specialist.** For example, an asthma visit in the office/or asthma specialist's office every 3-6 months with up to date medications and Asthma Care Plan.
- 3. You MUST call the utility company and have them FAX us a form, including your child's name and date of birth.** Our office cannot call the utility company on your behalf. All of the utility companies have a form that they use for this purpose. **Our fax number is (610) 326-4435.** It is a good idea to call your utility company more than once and ask them to do this, as the companies often do not fax the form the first time.
- 4. There MUST be a significant, life threatening medical reason for the provider to sign the form. The utility companies require this.** Once the form from the utility company has been received, a provider will review it and decide if your child has a medical condition that will be affected by not having the utility.
- 5. Please be aware that these forms can take a few days to process, as the provider needs to have time to review the form when not seeing patients.**
- 6. Our office will only complete these forms once per year per family, maximum. Please plan accordingly.** Your child will be eligible for another form completion one year from the date of the previously submitted form.
- 7. We also recommend that you contact your utility company or visit their website for other assistance programs offered.**