

# Patient Billing & Financial Assistance



Atrium Health is committed to empowering patients to make informed decisions about their health care, in partnership with their care team. In addition, our teams help patients understand the cost of their care and any financial assistance that may be available.

## Questions? Give us a ring.



**Price Estimation Line**  
704-355-0900

For upcoming care, call the Price Estimation Line number to get an estimate of what your out-of-pocket expense will be.

**Customer Service**  
704-512-7171

If you need help understanding your bill, call the Patient Customer Service line for assistance.

## Looking for an estimate?



We're pleased to offer our patients an online tool to estimate their out-of-pocket hospital expenses for common medical procedures and tests. Access our cost estimator at <https://atriumhealth.org/for-patients-visitors/financial-assistance/pricing>



## We're here to help.

We have over **150 teammates** dedicated to helping you with:

- Pricing questions
- Financial assistance
- Questions about your bill after receiving service

As a non-profit system, Atrium Health is the state's largest provider of community benefit. In 2021, we provided **\$2.46 billion** in free and uncompensated care and other community benefits. As part of this, an average of roughly **275 patients** a day never received a bill for the care they received.

# Atrium Health Financial Assistance Programs

Our mission is to improve health, elevate hope and advance healing – for all, regardless of an individual’s ability or inability to pay.

## Automatic - No Action Required by Patients:

- **Financial Assistance Scoring** - Provided over **\$437 million** in care to more than **100,000 low-income, uninsured patients** who never received a bill for the care they received.
- **Uninsured Discount** - More than **160,000 uninsured patients** automatically receive discounts, totaling **\$150 million** each year.

## Patient Self-Service Options

(All via an online patient portal and some by phone)



- Request account balance
- See all active accounts in one view
- Request a copy of itemized bill showing all charges
- View detailed account charges
- Establish a payment plan
- Send billing question/inquiry to customer service team

## Now Available

Patients can now complete a financial assistance application completely online.

Mobile enhancements allow patients to view, pay bills or establish a payment plan, including:

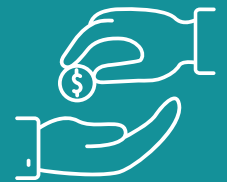
- Text notifications for new patient balances
- Pay account with one touch
- View detailed charges
- Request a copy of an itemized bill
- Establish a payment plan

## Patient Assistance Available:

We assist all patients in determining eligibility for insurance coverage, including Medicaid or Medicare, and help them apply for any of our applicable financial assistance programs.

- **Coverage Assistance & Financial Assistance** - 50 teammates are dedicated to working with patients to determine eligibility for Medicaid and other coverage sources. More than **12,000 patients** receive approval annually, resulting in **\$390 million** in written-off charges.
- **Hardship Discount** - Granted more than **\$11 million** in discounts to over **1,200 patients** through Atrium Health’s Hardship Settlement Program, while allowing over **8,500 current patients** to pay their remaining balance on multi-year, interest-free payment plans.
- **Affordable Payment Plans** - Any patient with an outstanding balance can set up a **no-interest or low-interest** payment plan. Payment plans can extend **up to 100 months**, based on the account balance.

## Financial Assistance in Action



(Scenario of how policies are applied)

A retail worker with no insurance receives an MRI for back pain. After the service, an automated process determines if his estimated income level qualifies him for financial assistance. In his case, his balance is written off at 100%. He never received a statement for his treatment and did not have to complete any application.