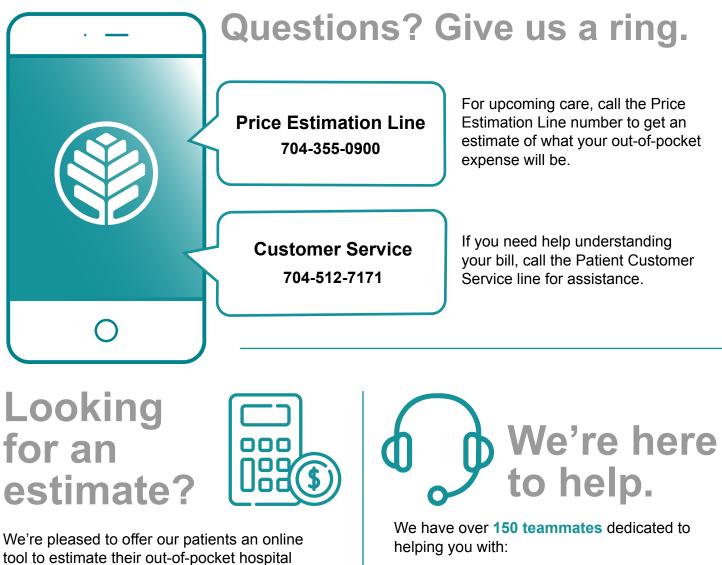
# Patient Billing & Financial Assistance



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.



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.

expenses for common medical procedures and

https://atriumhealth.org/for-patients-visitors/

tests. Access our cost estimator at

financial-assistance/pricing

### **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 lowincome, 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.

#### 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, interestfree 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.