

## Summary of Financial Assistance

Atrium Health strives to provide financial assistance based on a patient's ability to pay while modeling the Atrium Health core value of "Caring". The financial assistance programs are designed to ensure assistance is provided to patients demonstrating a financial need and to ensure Atrium Health complies with any required Federal or State regulations related to financial assistance. Those eligible for financial assistance will never be billed more than the amounts generally billed (AGB) to an insured patient. Atrium Health uses the look-back method to calculate AGB, contact Patient Customer Service for more information and calculation.

### Financial assistance programs:

#### **Coverage Assistance & Financial Assistance (CAFA)**

The CAFA program is for North Carolina, South Carolina, Georgia, or Alabama residents who have received hospital inpatient or observation services and demonstrate a financial need. It also includes hospital outpatient and medical group services that resulted in a balance greater than or equal to \$10,000. Uninsured patients with these types of services will be reviewed by the Coverage Assistance Services department to determine if they are eligible for other coverage opportunities. If a patient fully cooperates with this process and no source of coverage is available, their account will be evaluated for CAFA based on income as compared to federal poverty guidelines (FPG). Patients with income less than or equal to 300% of FPG will receive 100% financial assistance. Patients between 301% and 400% of the FPG will qualify for partial assistance. Interest free payment options are available to assist patients in paying their remaining balance.

#### **Financial Assistance Scoring (FAS)**

The Financial Assistance Scoring program is for North Carolina, South Carolina, Georgia, or Alabama residents who are uninsured patients and have received hospital outpatient or medical group services that resulted in a balance less than \$10,000. Each account will be automatically reviewed for financial assistance prior to billing. Eligibility is based on a financial assistance score from a third-party vendor that indicates the likelihood a patient lives in poverty. Patients with qualifying accounts will be extended a 100% adjustment and will not receive a bill. Patients with a qualifying score are not required to take any action. Patients found ineligible for financial assistance hospital outpatient services will receive a letter indicating the account was found ineligible and how to apply to appeal the decision.

**Georgia Residents Only:** Financial assistance for under-insured patients is available through the Georgia Indigent Care Trust Fund (ICTF) state program for Georgia residents receiving certain hospital services in Georgia. Funding for this program is subject to annual thresholds. These patients can apply by submitting a CAFA application. 100% financial assistance will be provided to patients who are at or below 300% of FPG. Patients will be required to cooperate with the coverage assistance process to determine eligibility for other coverage options prior to being extended financial assistance. (Uninsured GA residents are provided ICTF financial assistance through the CAFA & FAS processes) Patients may contact the Georgia State Department of Community Health at 1-877-261-3117 with concerns with the ICTF program at an Atrium facility.

**How to apply:** Patients can apply online with a phone, tablet or computer through the application portal or by downloading an application at <https://atriumhealth.org/for-patients-visitors/financial-assistance> and mailing it to Atrium Health Coverage Assistance Services. Contact Patient Customer Service to receive an application by mail or obtain an application in person in the hospital facility's admitting office.

*The Coverage Assistance and Financial Assistance policy and documents are available on the Atrium Health website: <https://atriumhealth.org/for-patients-visitors/financial-assistance>. Copies are available, free of charge, in person, in the hospital admitting offices or by mail by calling Patient Customer Service.*

### Other programs:

#### **Uninsured Discount**

Uninsured patients will receive a 50% discount off gross charges on all medically necessary services. The uninsured discount is applied automatically, and no action is needed by the patient to receive this discount. This program is available to all uninsured patients.

#### **Hardship Discount**

The program is designed to assist North Carolina, South Carolina, Georgia or Alabama residents who have had a catastrophic medical event regardless of their insurance coverage that has resulted in large medical bills in comparison to their financial resources. Patients who have incurred a balance after all insurance or third-party payments that is at least 10% of their total household financial resources may be eligible for a hardship discount. Patients seeking a hardship settlement discount should inquire about this program by calling the customer service department after receiving their first statement.

#### **Community Sliding Fee Discount Program**

The sliding fee discount program is available at community outreach sites aligned with National Health Service Corps (NHSC) programs. Discounts are offered based on family size and annual income and are available for those that qualify. Patients with incomes at or below 300% of poverty will receive a 100% discount for health care services. Those with incomes above 300% of poverty, but at or below 400% of poverty, will qualify for a partial discount. Patients can apply by downloading an application at <https://atriumhealth.org/for-patients-visitors/financial-assistance> and mailing it to Atrium Health Coverage Assistance Services or patients can contact Patient Customer Service to request an application by mail.

### **Contact information:**

Atrium Health Coverage Assistance Services  
PO Box 32861  
Charlotte, NC 28232

Patient Customer Service  
(704) 512-7171 or 1-844-440-6536

*This information is available in Arabic, Burmese, French, Hindi, Korean, Russian, Simplified Chinese, Spanish, Traditional Chinese, and Vietnamese.*