



**PLAIN LANGUAGE SUMMARY
POLICY: FINANCIAL ASSISTANCE POLICY FOR EMORY HEALTHCARE**

Who is eligible for financial assistance?

Emory Healthcare provides financial assistance for emergency and/or other medically necessary care to uninsured and under-insured patients who meet the following criteria:

- Uninsured and Under-Insured Patients, who are residents of the State of Georgia and whose family income is less than or equal to 125% of the Federal Poverty Guidelines, may be eligible for Indigent Care.
- Uninsured Patients, who are residents of the State of Georgia, and whose family income is at least 126% but less than or equal to 225% of the Federal Poverty Guidelines may be eligible for Charity Care.
- Uninsured and Under –Insured Patients who incur significant expenses may be eligible for Catastrophic Care Financial Assistance on a case-by-case basis and with the approval of the Emory Healthcare Chief Financial Officer or his/her designee.

How much financial assistance will an eligible patient receive?

Eligible patients receive a discount of 100%; based on the patient’s family income as a percentage of the Federal Poverty Guidelines (“FPG”) and, in some cases, the amount of medical debt the patient owes to Emory Healthcare.

Family Income	Financial Assistance Adjustment
	<i>(i.e., discount off amount otherwise owed by the patient to Emory Healthcare)</i>
Indigent Care -Uninsured and Under-Insured patients:	
Less than or equal to 125% FPG	100%
Charity Care – Uninsured Patients:	
Between 126% - 225% FPG	100%

Catastrophic Care Uninsured/Under-Insured Patients (<i>i.e.</i>, those patients with insufficient third-party payer coverage for healthcare services) discount for the self-pay portion of the bill	Patient's responsibility will not exceed 20% of their annual income.
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In addition, Emory Healthcare will not charge patients who are eligible for financial assistance more than the “amounts generally billed” to patients who have insurance for emergency or other medically necessary care.

Is there any additional financial assistance available?

Uninsured patients whose Family Income is greater than 225% of the U.S. Federal Poverty Guidelines may qualify for a 35% uninsured discount on gross charges when payment arrangements are established with Emory Healthcare. *This discount does not apply to market or retail-priced services, or procedures that already are discounted.*

Uninsured and under-insured patients who qualify for financial assistance adjustments described may also qualify for financial assistance adjustments for medications dispensed at Emory Healthcare Retail/Specialty Pharmacies.

What is the application process?

Emory Healthcare automatically screens through a third-party vendor each uninsured and underinsured patient to estimate the patient's Family Income. The third-party vendor verifies electronically the patient's credit records and evaluates the information relating to Family Income and propensity to pay. This information is in turn used to assess whether the patient is presumptively eligible for financial assistance.

Patients who are not determined to be presumptively eligible for 100% financial assistance may apply for financial assistance at any time by contacting 1-855-432-3080. Catastrophic Care Financial Assistance, Medicare and Emory Healthcare Retail /Specialty Pharmacies patients must complete a Financial Assistance Application in order to receive financial assistance.

Where is more information available?

Website: <http://www.emoryhealthcare.org/patients-visitors/financial-assistance.html>

For assistance with the financial assistance application process, please call Emory Healthcare Patient Access Services at 1-855-432-3080 or seek assistance in person at the addresses listed below.

Copies of the Financial Assistance Policy and the Financial Assistance Application may be obtained, free of charge, at the above website address as well as at:

Emory University Hospital
 Patient Access Department
 1364 Clifton Road, NE
 Atlanta, GA 30322
 404-686-8595

Emory University Orthopaedics and Spine Hospital
Patient Access Department
1455 Montreal Road East
Tucker, GA 30084
404-251-3299

Emory Rehabilitation Hospital
Patient Access Department
1441 Clifton Road, NE
Atlanta, GA 30322
404-686-8569

Emory University Hospital Midtown
Patient Access Department
550 Peachtree Street, NE
Atlanta, GA 30308
404-686-8947

Emory University Hospital Smyrna
Patient Access Department
3949 South Cobb Drive,
Smyrna, GA 30082
404-686-8947

Emory Saint Joseph's Hospital of Atlanta
Patient Access Department
5665 Peachtree Dunwoody Road, NE
Atlanta, GA 30342
678-843-5261

Emory Johns Creek Hospital
Patient Access Department
6325 Hospital Parkway
Johns Creek, GA 30097
678-474-7099

The Emory Clinic
Patient Access Department
1365 Clifton Road
Atlanta GA 30322
404-778-7318
800-511-4443

Emory Specialty Associates
Patient Access Department
1365 Clifton Road
Atlanta GA 30322
404-778-7318
800-511-4443

Emory Decatur Hospital
2701 N Decatur Rd
Decatur, Ga 30033
404-501-5519

Emory Hillandale Hospital
5900 Hillandale Drive
Lithonia, Ga 30058
404-501-5519

Emory Long Term Acute Care
450 N Candler St
Decatur, Ga 30030
404-501-5519

To obtain a free copy of the Financial Assistance Policy and Financial Assistance Policy application by mail, please call Emory Healthcare Patient Access Services at 1-855-432-3080.

A financial assistance application for Emory Healthcare Retail/Specialty Pharmacies can be sent to Pharmacy, 1750 Gambrell Drive, Suite T203, Atlanta, GA 30322 or fax to 404-778-2025.

The Financial Assistance Policy, the Financial Assistance Application and this plain language summary of the Financial Assistance Policy are available in Spanish on the website and at the offices listed above.