



HCA's Charity Care and Financial Discount Policy

The Goal

We know that especially today, when so many people are uninsured, the process of paying for one's medical care can be difficult. As part of our ongoing commitment to care, HCA works hard to help our patients address any financial responsibilities they may have for their medical treatment in a way that is fair and sensitive to their circumstances. We have instituted a program designed to help those who find themselves in financial distress.

The Program

- First, we provide financial counseling to help patients gain access to government sources of medical assistance including Medicaid, CHIP (Children's Health Insurance Program) and other state and local programs.
- Second, for patients who come to our facilities for emergency treatment who are uninsured, we have created HCA's Charity Care Policy. This policy provides financial relief to patients who qualify based on a comparison of their financial resources and/or income to the Federal Poverty Guidelines. Specifically, the plan provides free care for any patient who receives nonelective treatment and whose household financial resources and/or income is at 200 percent or below the Federal Poverty Level.
- To qualify for charity care, uninsured patients will be asked to complete a simple form, and in some instances, additional income and resource verification information will be required. Information regarding the policy is readily available in emergency departments of any HCA wholly-owned hospital. Please call 1-800-799-6478 to obtain a Financial Assistance Application and/or obtain additional information regarding this policy.
- Third, we have created an uninsured discount program. This program provides the uninsured who do not qualify for Medicaid, Charity or any other discount program the facility offers, a managed care like discount.
- For any remaining balance, we will work with the patient to establish an appropriate payment plan based on the amount due and the patient's financial status. *However, it is important to recognize that patients must work with our financial counselors by providing financial information that is essential to enable us to offer discounts and other financial relief.*