



## FINANCIAL ASSISTANCE

The UNC Health Financial Assistance Program helps relieve the financial burden of medically necessary health care services at participating UNC Health entities. The program is available to North Carolina residents with a household income at or below 250% of the Federal Poverty Guideline for your family size.

### AM I ELIGIBLE FOR FINANCIAL ASSISTANCE?

If you answer 'Yes' to the following questions you may be eligible for the UNC Health Financial Assistance program.

1. Are you a North Carolina resident?
2. For your family size, does your income fall at or below the amount listed below?

Family Size	Household Income Limit
1	\$31,900
2	\$43,100
3	\$54,300
4	\$65,500
5	\$76,700
6	\$87,900
7	\$99,100
8	\$110,300

To determine eligibility for financial assistance, you must complete the financial assistance application and provide the required supporting documents.

You may apply securely on-line through [My UNC Chart](#) or complete the application to submit by secure fax at 984-974-6425. Applications can be mailed to Attention: Financial Assistance Unit, 500 Eastowne Drive 2<sup>nd</sup> Floor; Chapel Hill, NC 27514.

An application and/or copy of the Financial Assistance Policy may be obtained at your hospital's Registration Office or by calling the Financial Assistance Unit toll-free at 866-704-5286.

Need Help? Financial Navigators are available to meet with you in person at select clinic and hospital

locations or contact the UNC Financial Assistance team toll free at (866) 704-5286 or local at (984) 974-3425.

### FINANCIAL ASSISTANCE GUIDELINES

Financial Assistance is available for health care services and procedures that meet medical necessity criteria. Coverage exclusions include, but are not limited to, cosmetic and elective procedures.

If you qualify for financial assistance, you will see adjustments applied after insurance, federal or state assistance, or other third-party coverage.

Screening for Medicaid, or other coverage programs, is required. To complete the required Medicaid eligibility screening, or for Medicaid application assistance, contact your local county department of social services or call (984) 974-0950.

### FINANCIAL ASSISTANCE COPAYMENTS

All patients approved for Financial Assistance are asked to pay copayments. If you have insurance in addition to Financial Assistance, the copayment applied by your insurance company will be expected instead of the Financial Assistance copayment.

Copayment	Service
\$10	Primary care or specialty visit
\$10	Imaging or Lab
\$20	Recurring therapy services
\$35	Urgent Care Visits (excludes Pardee)
\$50	Emergency Room
\$75	Outpatient Surgery/Recurring Radiation
\$100	Inpatient Admission

### NEED HELP WITH HEALTHCARE EXPENSES?

We ask each patient to actively participate with all financial assistance efforts by:

- Discussing your financial status with a financial navigator
- Setting up and maintaining a payment plan that fits your needs

- Seeking all methods of coverage, such as plans available through the Healthcare Insurance Marketplace.
- Applying for Medicaid or disability benefits, if eligible. Medicaid eligibility required screening and application assistance is available by calling 984.974.0950.

### UNINSURED DISCOUNT

If you are uninsured or do not have access to U.S. medical insurance, you will receive a 40% discount to your bill. You are not required to complete a Financial Assistance application to receive the uninsured discount.

### NON-DISCRIMINATION

UNC Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al:

**ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le:

- UNC Hospitals, UNC Faculty Physicians, Chatham Hospital, or UNC REX Healthcare: [\(984\) 974-5006](tel:9849745006)
- Caldwell Memorial Hospital: [\(828\) 292-0174](tel:8282920174)
- Henderson County Hospital Corp (Margaret R. Pardee Memorial Hospital): [\(828\) 696-4644](tel:8286964644)
- Johnston Health Services (Johnston Health): [\(919\) 934-8171](tel:9199348171)
- Nash UNC Health Care: [\(252\) 962-8000](tel:2529628000)
- UNC Physicians Network and UNC Physicians Network Group Practices: [\(984\) 215-4056](tel:9842154056)
- UNC Rockingham Health Care: [\(336\) 520-7592](tel:3365207592)
- Wayne Memorial Hospital (Wayne UNC Health Care): [\(919\) 736-1110](tel:9197361110)

*\*\*UNC Health reserves the right to amend the policies and procedures set forth on this page at its sole discretion, subject to applicable law. The existence of these policies and procedures does not create any legal right for the benefit of any person.*