



## Financial Assistance Plain Language Summary



**Health**  
AUGUSTA UNIVERSITY

# Financial Assistance

Augusta University Health System offers a financial assistance programs for patients and families experiencing financial difficulty and are unable to pay their hospital bill. For those who qualify, financial assistance discounts may help with medically necessary services.

## **Who is eligible for assistance?**

- Individuals who received medically necessary services at one of Augusta University Health System's locations as listed below. Eligibility is based on the U.S. government's Federal Poverty Guidelines, published annually. Patients and families with annual incomes less than 200% of the federal poverty level may qualify for 100% discounts.

## **How do I know if I am eligible?**

- Complete the application for financial assistance.
- Verify gross income and assets for family unit using the income documents provided on our website.
- Return a completed Financial Assistance Application to Customer Service or any Patient Access registration desk. You will receive a letter by mail or telephone call within 30 days about eligibility.

## How do I complete the financial assistance application?

- Visit us online at [augustahealth.org/financialaid](http://augustahealth.org/financialaid).
- Visit us in the hospital at Patient Access, the Emergency Room, Patient Accounting Customer Service Office, or the Clinic Registration desks.
- Call us at (706)721-2961. Representatives are available to help you complete a financial assistance application.
- Copies of the Financial Assistance Policy and Financial Assistance Application are available free of charge.

## What is the uninsured discount?

- Uninsured individuals automatically receive a discount for medically necessary services. There is no application or need to contact us to receive an uninsured discount. The discount percentage is similar to discounts applied to Medicare and Managed Care.

## Which services are excluded?

- Financial assistance is only available for medically necessary services and generally exclude the following services:
  - Cosmetic services
  - Elective reproductive services
  - Bariatric surgery
  - Venous ablation for cosmetic reasons
  - Other cosmetic services, at AUHS's discretion



Scan this QR code to download the financial assistance application.

No individual within the program will be charged more than the amounts generally billed for emergency or other medically necessary care.



# Health

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706-721-2961

[augustahealth.org/financialaid](http://augustahealth.org/financialaid)

Attn: Patient Accounting Department

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