



**8800 N. Tryon St.  
Charlotte, NC 28262**

### **Plain Language Summary of Financial Assistance Policy**

As part of its contribution of resources, advocacy and community support to promote the health status of the community which it serves, the hospital will provide financial assistance to patients with a demonstrated inability to pay for medically necessary services in accordance with the hospital's Financial Assistance Policy.

All patients (including those with insurance) may apply for financial assistance by submitting a completed financial assistance application in accordance with the instructions on the application. The patient's situation will be evaluated according to relevant circumstances, such as income, assets or other resources available to the patient or the patient's family and the amount of the outstanding balance. It is ultimately the patient's responsibility to provide the necessary information to qualify for financial assistance. There is no assurance that the patient will qualify for financial assistance.

Established eligibility criteria and discount guidelines will be used to determine what amount, if any, of an outstanding patient account balance qualifies for financial assistance. Patients whose yearly household income is at or below 200% of the Federal Poverty Guidelines (FPG) will receive a 100% discount. Patients whose yearly household income is above 200% but not more than 400% of FPG are eligible to receive services at a discounted amount. Patients whose outstanding balance, after payment by all third parties, is at or above 10% of their yearly household income are eligible to receive services at a discounted amount.

No patient who qualifies for financial assistance will be charged more for emergency or other medically necessary care than amounts generally billed to patients having insurance.

Free copies of this Plain Language Summary, the Financial Assistance Policy, and the financial assistance application are available on the hospital's website at <http://continuecare.org/charlotte>, are available in the hospital's admissions area and billing department, can be obtained by calling 704-863-8310, and can be requested by mail at 8800 N. Tryon St. Charlotte, NC 28262. Translations will be available upon request.

The hospital's financial counselors are available to answer questions and provide information about the Financial Assistance Policy and to assist with the financial assistance application process. The hospital's financial counselors may be reached between the hours of 8 a.m. and 4 p.m. Monday through Friday by calling 704-863-8310.