

Plain Language Summary

Financial Assistance Program (Charity Care)



This summary provides information about our financial assistance policies.

Vidant Health hospitals are committed to providing quality health care to everyone who requires emergency care and other care that is medically necessary. We will not refuse to provide emergency or medically necessary care based on your ability to pay.

Important things to know about the Financial Assistance Program

- **Assistance is based on income.** Vidant Health hospitals offer charity care to patients with an income at or below 200% of the Federal Poverty Guidelines. (See our Charity Care Policy at www.vidanthealth.com/billing)
- **You may need to provide financial documents**
To apply for help with your medical bills, you may have to bring tax returns, pay stubs, Social Security Award Letter, and other financial information. Vidant Health may also use outside agencies to determine your eligibility.

If you do not qualify for the Financial Assistance Program, you are responsible for paying your medical bills. If you do not pay, we may report your unpaid bills to one or more credit reporting agencies.

Where to find our Financial Assistance Policy

To get a copy of our Financial Assistance Policy at no charge, please:

1. Call the Central Business Office at 252-847-4472, or toll free 800-788-4473
2. Request a copy by mail
3. Visit our website at www.vidanthealth.com/billing

For information and help

Please contact our Central Business Office at 252-847-4472 or 800-788-4473 toll free call. We are available Monday through Friday, 8:30 am to 5:00 pm.

Do you need the information in another language?

Language assistance services are available to you free of charge.

We will charge the usual amount (Amounts Generally Billed or AGB)

If you receive help from the Financial Assistance Program, we will not charge more than the amounts generally billed to patients who have insurance for emergency or other medically necessary care.

Excessive Expense Circumstances (Catastrophic Coverage)

Patients who do not qualify for charity assistance may meet the guidelines for Vidant Health's Medically Indigent Policy.