



UNC Health Care Financial Assistance Programs

Thank you for choosing UNC Health Care to meet your health care needs. UNC Health Care is proud of its long history of providing health care services to all North Carolinians. We are committed to the continued availability of financial assistance programs designed to relieve the financial burden of health care services for those in need.

UNC Health Care CHARITY CARE POLICY

It is the policy of UNC Health Care to provide medically necessary health care to the citizens of North Carolina, regardless of their ability to pay.

If you do not have insurance, or are concerned about paying for your medical bill, please call our Charitable Care Coordinator at (919) 966-3425. We may be able to help you. All of our services are confidential.

Charity Care Program

The Charity Care Program insures that all eligible individuals receive medically necessary care at UNC Health Care regardless of their ability to pay. The program provides patients with relief of most financial obligation to UNC Health Care if the patient's income falls below 250 percent of the Federal Poverty Guidelines. All patients are asked to pay co-payments of at least \$10 per clinic visit, \$50 per Emergency Department visit and \$100 per admission. Patients must complete an application to be qualified for assistance. A separate application is required for Pharmacy benefits..

If you are concerned about not being able to pay your bill, we ask that you make a good-faith effort by:

- Discussing your financial status with a financial services representative at 966-3425
- Setting up a payment plan, if appropriate
- Seeking alternative methods of coverage
- Completing an application for the hospital's financial assistance program

Community Care Discount Program

The Community Care Discount extends discounted health care to those who may not be able to access or afford medical insurance either individually or through their employer. The program also assists insured patients who receive services that are medically necessary, but uncovered. The program provides a 25 percent discount for most self-pay patients' accounts.

If you feel you may qualify or have any questions about financial assistance that may be available to you, **please contact a UNC Health Care financial services representative at 966-3425 or visit them in our Admitting Office in the lobby of the N.C. Memorial Hospital.**

UNC Health Care reserves the right to amend the policies and procedures set forth on this page in its sole and absolute discretion. The existence of these policies and procedures do not create any legal right for the benefit of any person. In short, while UNC Health Care remains committed to helping those in need, it must reserve its right to adapt its policies and procedures as circumstances warrant. UNC Health Care Patient Financial Services will make ultimate decisions regarding the application of these policies and procedures.

UNC Health Care CHARITABLE CARE GUIDELINES

Patients must complete a formal application for charitable care to receive medically necessary services from UNC Health Care.

- Application for charitable care will be processed when all insurance benefits and/or financial aid from third party payors, state and federal assistance programs, charitable or endowment funds have been exhausted.
- Charitable care will be available **only** for medical services that are reasonable and necessary for the diagnosis and treatment of illness or injury. Services that are considered cosmetic or patient convenience do not qualify for charitable care.
- The Patient Financial Services Office will render determination of eligibility in writing within fourteen days of receipt of the completed application. Patients denied charitable care may appeal the decision in writing to the Charitable Care Appeal Committee.

UNC Health Care PHARMACY ASSISTANCE POLICY

The UNC Pharmacy Assistance Program ensures that North Carolina residents who receive care at UNC Health Care, lack prescription benefits, and have income less than **200 percent** of the Federal Poverty Guidelines are able to obtain necessary prescription medications.

All patients are asked to pay co-payments of at least \$2 - \$4 per prescription. Sliding scale discounts are available to qualifying patients with no prescription benefits and incomes up to 500 percent of the Federal Poverty Guidelines. Patients must request assistance through a Pharmacy Assistance Counselor at the UNC Outpatient Pharmacies and complete an application to be qualified for assistance.

UNC Health Care PHARMACY ASSISTANCE GUIDELINES

- Requests for pharmacy assistance must be made to a Pharmacy Assistance Counselor at the UNC Outpatient Pharmacies.
- The Pharmacy Assistance Counselor will establish a 30-day temporary benefit for patients meeting screening criteria.
- Patients must complete a formal application for pharmacy assistance before exhausting the 30-day temporary benefit.
- Application for pharmacy assistance will be processed when all insurance benefits and/or financial aid from third party payors, state and federal assistance programs, charitable or endowment funds have been exhausted.
- Pharmacy assistance will be available only for prescription medications that are part of the UNC Health Care System drug formulary and in accordance with formulary requirements.
- The Pharmacy Assistance Counselor will render determination of eligibility in writing within 15 business days of receipt of a completed application.
- Patients denied pharmacy assistance may appeal the decision in writing to the Assistant Director of Pharmacy, Ambulatory Care Pharmacy Services.

Thank you for choosing UNC Health Care.