



Financial assistance to help with your bills

Novant Health will provide financial assistance for patients who receive medically necessary services and meet the eligibility requirements under the policy. If eligible for financial assistance, uninsured patients will receive a 100% discount or free care; insured patients will receive a percentage discount based on FPL level. The financial assistance program does not cover elective services.

How do I apply?

You may obtain copies, in English and other languages, of the financial assistance policy, the billing and collecting patient balances policy, an application for financial assistance, and a Plain Language Summary of the financial assistance policy by:

- Visiting the Novant Health website at <https://www.novanthealth.org/FinancialAssistance>
- Visiting the Financial Navigation office at any Novant Health hospital at the addresses listed on the next page. Financial Navigation can provide assistance with completing the application.
- Calling Customer Service toll free at 1-844-266-8268 option 3 and requesting a free copy of the policy and an application be mailed to you.
- Calling any Novant Health hospital financial navigator at the numbers listed on the next page.

Am I eligible?

In order to qualify for Financial Assistance all of the following conditions must be met:

- The patient must be a North Carolina resident or if a non-resident, live in a Novant Health North Carolina hospital service area.
- The patient's annual family income must be no more than 300% of the current year Federal Poverty Guidelines.
- The patient must not have declined health insurance through an employer.
- The service must be considered medically necessary (generally defined as urgent or emergent).
- The application and supporting documentation must be submitted to the hospital business office or financial navigation department.

How will I know if I have been approved?

Once all requested documents are received the application will be reviewed. An approval or denial letter will be mailed to each applicant. The financial assistance application and documentation must be updated every six months, or when the patient's income or other key circumstances change. Each visit within the six month period will be reviewed for potential access to other programs.

Exclusions:

This policy only applies to services rendered at a Novant Health facility. It does not apply to services rendered by any independent physicians or practitioners that are not employed by Novant Health. This includes but is not limited to Anesthesiologists, Radiologists, and Pathologists. No individual who is eligible for financial assistance will be charged more than amounts generally billed for emergency or other medically necessary care to individuals who have insurance covering such care.



<p>Novant Health Forsyth Medical Center 3333 Silas Creek Parkway Winston-Salem, NC 27103</p> <p>Novant Health Clemmons Medical Center 6915 Village Medical Circle Clemmons, NC 27012</p> <p>Novant Health Kernersville Medical Center 1750 Kernersville Medical Parkway Kernersville, NC 27284</p> <p>Novant Health Medical Park Hospital 1950 S Hawthorne Rd Winston-Salem, NC 27103</p> <p>Novant Health Thomasville Medical Center 207 Old Lexington Rd Thomasville, NC 27360</p> <p>Novant Health Rowan Medical Center 612 Mocksville Ave Salisbury, NC 28144</p>	<p>336-718-5393</p>
<p>Novant Health New Hanover Medical Center 2131 S 17th St Wilmington, NC 28401</p>	<p>910-667-6754</p>
<p>Novant Health Brunswick Medical Center 240 Hospital Dr NE Bolivia, NC 28422</p>	<p>910-721-1404</p>

<p>Novant Health Presbyterian Medical Center 200 Hawthorne Ln Charlotte, NC 28204</p> <p>Novant Health Matthews Medical Center 1500 Matthews Township Parkway Matthews, NC 28105</p> <p>Novant Health Huntersville Medical Center 10030 Gilead Rd Huntersville, NC 28078</p> <p>Novant Health Charlotte Orthopedic Hospital 1901 Randolph Rd Charlotte, NC 28207</p>	<p>704-384-0539</p>
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