

SUMMARY OF FINANCIAL ASSISTANCE POLICY

Erlanger has a financial assistance policy (FAP) that provides free care (financial assistance) to those who qualify. You can qualify for financial assistance (FA) through presumptive review or an application process.

Erlanger will review all uninsured persons for presumptive qualification before the account completes the 120-day statement billing cycle. To presumptively qualify, you must be uninsured and your family income must be 200% or less than the federal poverty guidelines. Erlanger will notify you if you are not approved presumptively, through a comment on a billing statement.

If you do not presumptively qualify for FA, however, you may still qualify by completing an application and providing required documentation. All persons, whether insured or uninsured, may apply for FA.

Generally, to qualify for FA under the application process, your family income must be 300% or less than the federal poverty guidelines and your family must not own assets that could pay for your care. A patient approved for FA will not be charged for medically necessary care, which is less than amounts generally billed. Medically necessary care does not usually include flat-rate pricing or cosmetic procedures.

This is simply a summary of the FAP. You should review the full policy for additional information, including the time period to apply for FA.

You can obtain free copies of the FA policy, summary and application in English or Spanish at www.ernlanger.org/fap, from and Ambassador/PSR or by telephone or mail at:

Erlanger Financial Assistance
975 E 3rd Street
Box 243
Chattanooga, TN 37403
423-778-9805

To request more information or to connect to an advocate who can assist you with applying for FA, please call the number listed above. You may also request a Financial Advocate at the Registration Office, First Floor, Medical Mall, Erlanger Baroness Campus.