

## **Virginia Gay Hospital & Clinics – Financial Assistance – Plain Language Summary**

### **Financial Assistance Offered**

Virginia Gay Hospital and its affiliated clinics (VGH) are committed to providing professional care with a personal touch. As part of this mission, VGH offers financial assistance through its Financial Assistance Policy to patients unable to pay for emergency or medically necessary care.

### **Eligibility Requirements and Assistance Offered**

Eligibility for financial assistance is based on multiple factors, including condition and care required, insurance coverage or other sources of payment (including personal injury claims), income (Federal Poverty Level guidelines used to determine the amount of financial assistance offered), family size.

Patients must comply with the application process, including submitting tax returns, bank statements, and pay stubs.

### **How to Apply for Assistance**

The patient or any person involved in the care of the patient, including a family member or provider, can express financial concerns during the patient's care. The patient or responsible party will then be encouraged to complete a Financial Assistance Application.

Financial assistance is limited to medical care provided at VGH and its affiliated clinics. VGH will uphold the confidentiality and dignity of each patient, and any information submitted for consideration of financial assistance will be treated as protected health information under the Health Insurance Portability and Accountability Act (HIPAA).

### **Where to Obtain Copies**

VGH's Financial Assistance Policy and Application are available free of charge by contacting our Business Office at 319.472.6252 and requesting a copy by mail. The policy and application are also available online at [www.myVGH.org](http://www.myVGH.org) for downloading and printing. Copies of the policy and application are also available at Registration and the Business Office, as well as the Emergency Department.

### **Contact for Information and Assistance**

Additional information about the Financial Assistance Policy and assistance with the application process can be obtained from our Business Office:

- Online at [www.myVGH.org](http://www.myVGH.org)
- You may also call 319.472.6252 or visit our Business Office.

### **No More Than Amount Generally Billed (AGB)**

A patient determined to be eligible for financial assistance may not be charged more than the amounts generally billed for emergency or other medically necessary care to patients who have insurance for such care.