

## **Financial Assistance Policy**

### **Plain Language Summary**

Harris Regional Hospital and Swain Community Hospital provides free or discounted emergency and other medically necessary care to patients who do not have insurance and who qualify for assistance under its Financial Assistance Policy. Certain exclusions apply, including, for example, elective services, balances covered by other funding sources, and failure to cooperate in securing alternative funding sources.

This document is only a summary. Please refer to the Financial Assistance Policy for complete details.

### **Eligibility Requirements and Assistance Offered Under the Financial Assistance Policy**

Patients who qualify for assistance are eligible for income-based, sliding scale discounts for emergency and other medically necessary care. In general:

- Uninsured patients whose family income is equal to or less than 200% of the Federal Poverty Guidelines are generally eligible for free emergency and medically necessary care.
- Uninsured patients whose family income is between 200% and 300% of the Federal Poverty Guidelines generally receive a sliding scale discount ranging from 60% to 100% for emergency and other medically necessary care.

A patient who qualifies for assistance under the Financial Assistance Policy will not be charged more for emergency or medically necessary care than amounts generally billed to patients having insurance covering such care.

### **How to Obtain Copies of the Financial Assistance Policy and Financial Assistance Application**

Copies of the Financial Assistance Policy, this plain language summary, and the Financial Assistance Application and associated instructions are available free of charge upon request by writing to Harris Regional Hospital Attn: Patient Access/ Benefits Advisor at 68 Hospital Road, Sylva, NC 28779. Copies can also be found in the emergency room and admission areas of the hospital. These documents may be found online at [myharrisregional.com](http://myharrisregional.com) or [myswaincommunity.com](http://myswaincommunity.com). Translations of these documents to Spanish are available upon request from Patient Access / Benefits Advisor and also may be found online at [myharrisregional.com](http://myharrisregional.com) or [myswaincommunity.com](http://myswaincommunity.com).

Further information about the Financial Assistance Policy and assistance with the application process are available from a Benefits Advisor via phone at 828-586-7355 or in person at Harris Regional Hospital 68 Hospital Road, Sylva, NC 28779 or Swain Community Hospital 45 Plateau Street, Bryson City, NC 28713

### **How to Apply for Assistance Under the Financial Assistance Policy**

To apply for financial assistance, please submit a complete Financial Assistance Application with supporting documents to Harris Regional Hospital Attn: Patient Access / Benefits Advisor at 68 Hospital Road, Sylva, NC 28779