

Wellmont Health System, Wellmont Medical Associates, and Wellmont Cardiology Services

Financial Assistance Program Plain Language Summary

The Wellmont Health System (WHS) Financial Assistance Program (FAP) exists to provide eligible patients discounted emergent or medically necessary care. Patients that will be seeking financial assistance must apply for the program.

Eligible Services

Only emergent and/or medically necessary healthcare services provided by WHS and its affiliated entities Wellmont Medical Associates (“WMA”) and Wellmont Cardiology Services (“WCS”) are included in the FAP. Some services are not included, such as cosmetic or other elective procedures, hearing aids, etc. The FAP only applies to emergent or medically necessary services billed by WHS, WMA, and WCS. Services provided by other providers, such as Anesthesiology, Pathology, Emergency Room Physicians, and Radiology are examples of services that are **not** eligible under WHS FAP and for which you may still receive a separate bill. A full listing of the types of services for which you may receive a bill from non-Wellmont entities may be found in the Financial Assistance Policy.

Eligible Patients

You may be able to get financial assistance if you do not have insurance, are underinsured, not eligible for a government program, or otherwise unable to pay for emergent or medically necessary care based on your individual financial situation.

How to Apply

- Obtain a Financial Assistance Application, copy of this Plain Language Summary, and Wellmont’s Financial Assistance policy by visiting any WHS Hospital main registration desk, financial counselor, cashiers office, any WHS office/facility main registration desk or visiting in person the Single Billing Office located at 105 W. Stone Dr., Suite 6A, Kingsport, TN 37660.
- Request that the Financial Assistance Application, copy of the Plain Language Summary, and Wellmont’s Financial Assistance Policy be mailed to you, free of charge, by calling the Single Billing Office at (423) 408-7400, Monday – Friday, 8:00 a.m. – 4:30 p.m.
- Download the Financial Assistance Application, copy of the Plain Language Summary, and Wellmont’s Financial Assistance Policy from the WHS website: www.wellmont.org/Patients-and-Visitors/Financial-Assistance.aspx
- Mail or deliver the completed application, with all documentation/information specified in the application instructions, to WHS Single Billing Office, 105 W. Stone Dr., Suite 6A, Kingsport, TN 37660.

Determination of Financial Assistance Eligibility

Financial assistance is generally determined by total household income based on the Federal Poverty Guidelines (FPG). If you and/or the responsible party’s income combined are at or below 200% of the federal poverty guidelines, you will qualify for 100% write-off for care given by WHS. If you fall between 200% and 400% of the Federal Poverty Guidelines, you may be eligible for discounted rates. No person eligible for financial assistance will be charged more for emergent or medically necessary care than amounts generally billed to individuals who have insurance covering such care.

Note: Other criteria are also considered (i.e., availability of cash or other assets that may be converted to cash, and excess monthly income relative to monthly household expenses), which may result in exceptions to the preceding. If no Family income is reported, information will be required to show how daily expenses are covered. The WHS Financial Assistance Senior Management reviews submitted applications which are complete, and then determines Financial Assistance Eligibility in accordance with the WHS Financial Assistance Policy. Any applications that are incomplete will not be considered, but applicants will be notified and given an opportunity to submit the required documentation/information.

For help applying or to ask questions about the application process, please visit the Wellmont Health System Single Billing Office at 105 W. Stone Drive, Suite 6A, Kingsport, TN or by calling 423-408-7400, M- F 8:00 a.m. - 4:30 p.m.