



## **Floyd Health System Summary of Financial Assistance Policy**

Financial assistance is available in the form of free or discounted care to any patient who has received emergency or medically necessary care at any of our hospitals in the Floyd Health System: Floyd Medical Center, Polk Medical Center, and Floyd Cherokee Medical Center. To qualify for free or discounted care, patients must have Household Assets and Household Income below amounts described in the facility's Financial Assistance Policy (FAP) where the care was provided. In addition, patients who qualify for financial assistance will not be charged more than the amounts generally billed to patients who have insurance covering the care received.

A patient interested in receiving financial assistance must complete an application and supply all requested documentation in accordance with the FAP. Floyd Health System provides counselors to help with the application process. Floyd Health System facilities make their complete FAP and the application available, in both English and Spanish, online at each facility's website: Floyd Medical Center and Floyd Cherokee Medical Center [www.floyd.org/bill](http://www.floyd.org/bill) and Polk Medical Center [www.polkhospital.org/bill](http://www.polkhospital.org/bill). In addition, you may receive, upon request and without charge, a paper copy of the FAP and application in each Facility's Registration office or Financial Counseling office or the Central Business office. Upon request during normal business hours, you may receive a copy of the FAP and application by mail by contacting Floyd's Customer Service Department at 770-509-6000 or 866-874-2772.

If a completed application is not received by the facility in accordance with the FAP, or if the patient is determined ineligible for assistance, the facility may take certain actions described in the FAP to obtain payment, including reporting the outstanding bill to a credit agency or taking legal action.