



## **Patient Financial Assistance Policy**

### **Plain Language Summary**

Regional One Health is committed to giving our patients the highest level of care regardless of ability to pay.

**Please tell us if you cannot pay your bill in full – we can help.** Our patient service representatives or financial counselors can help you fill out the application for various community and government-sponsored programs, and describe our Financial Assistance Policy (FAP) and payment plan options.

Patients who do not have insurance or have limited income may be eligible for financial assistance under our FAP. Financial hardship is evaluated on a case-by-case basis.

You can apply for financial assistance online at [www.regionalonehealth.org](http://www.regionalonehealth.org) or contact Patient Financial Services at 901-545-6644, or visit our Patient Financial Services at 877 Jefferson Avenue, Memphis, TN 38103. You can obtain a free copy of our FAP and a FAP application form at [www.regionalonehealth.org](http://www.regionalonehealth.org) or you may request the same information to be sent to you by mail.

A completed financial assistance application should be mailed to Regional One Health Patient Financial Services at 877 Jefferson, AG12, Memphis, TN 38103. We typically can give you a decision about financial assistance within 30 days after we receive your application. If you are eligible for assistance under our FAP, you will not be charged for emergency or other medically necessary care.

Qualification for financial assistance is based on adjusted gross income of the patient (or patient's household if filing taxes jointly) for the current year or prior year compared to Federal Poverty Guidelines.

This summary and related documents are also available in Spanish.