ALLEGHANY HEALTH

an affiliate of Atrium Health Wake Forest Baptist | Hugh Chatham HEALTH

Summary of Financial Assistance

It is the policy of Alleghany Health to provide financial assistance to patients demonstrating a financial need and to ensure Alleghany Health complies with federal and state regulations related to financial assistance. In accordance with the law, Alleghany Health will always provide treatment to patients in a hospital emergency department regardless of their ability to pay. Patients eligible for financial assistance will never be billed more than the amounts generally billed (AGB) to an insured patient. Alleghany Health uses the look-back method to calculate AGB. For more information on the calculation for AGB, contact Customer Service.

Financial Assistance Eligibility

Financial Assistance is available to permanent residents of North Carolina and Virginia who have received services at Alleghany Health, Alleghany Health Care or Aurora Health Care hospital or care location. Eligibility is determined by total household income as compared to the federal poverty level (FPL). Patients* with household income less than or equal to 300% FPL will receive 100% financial assistance.

In North Carolina, patients enrolled in certain federal and state assistance programs or who meet other non-income-based criteria can qualify for 100% financial assistance and no application is necessary. More details on the process can be found in our financial assistance policy.

*Uninsured patients may be interviewed by Financial Advocate/Financial Counselors to determine eligibility for other coverage opportunities (i.e., Medicaid). Patients must fully cooperate through the process of pursuing other coverage opportunities that they may qualify for before being considered for financial assistance.

Alleghany Health: patients with household income between 301%-400% FPL will qualify for partial financial assistance.

Financial Assistance Scoring (FAS)

FAS is an automated process for reviewing low balance outpatient accounts for financial assistance for uninsured residents of North Carolina and Virginia. Eligibility is based on information from a third-party vendor indicating the likelihood that the patient lives in poverty. Patients with qualifying accounts will receive 100% financial assistance and are not required to complete an application. Patients found ineligible for hospital outpatient services will receive notification indicating that the account was found ineligible and how to submit an application for re-consideration.

How to Apply

Patients can download an application at the following websites and submit it by mail. Patients can call Customer Service to receive an application by mail or obtain an application in person in the hospital's admitting office. The financial assistance policy and financial assistance application can be obtained free of charge and are available translated in Spanish.

Alleghany Health: https://alleghanyhealth.org/patient-and-family-resources

Alleghany Health patients can apply online using a phone, tablet, or computer via the application portal.

The financial assistance policy, application and other documents are available at the website above. Patients may receive assistance with completing the application by contacting Alleghany Health Financial Counselor at (336)372-5511 or visiting our office at 233 Doctors Street, Sparta, NC 28675.

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Other Programs

All uninsured patients will receive a 50% uninsured discount off gross charges on all medically necessary services. The uninsured discount is applied automatically, and no action is needed by the patient to receive this discount.

Patients who are permanent residents of North Carolina and Virginia and do not meet the criteria for financial assistance or are not eligible for other coverage may qualify for a hardship discount. Patients who have incurred a balance after all insurance or third-party payments that is at least 10% of their total household income may be eligible for a discount. Patients can call Customer Service to inquire about a hardship discount after receiving their first bill.

Contact Information

Alleghany Health

Call: (336)372-5511

Mail:

Alleghany Health Business Office
ATTN: Coverage Assistance Services
233 Doctor's Street
Sparta, NC 28675