

Patient Financial Care at Piedmont Healthcare

A Consumer Resource for Making Informed Choices

Piedmont Healthcare understands that not all patients have the ability to pay their healthcare bills. We offer financial assistance to qualifying patients. It is our goal to work with our patients to find ways to make Piedmont's medical care more affordable. If you are having trouble paying for all or some of your healthcare services, please speak with our Patient Financial Care team at **1.855.788.1212**. This summary of our policies applies to all Piedmont Healthcare hospitals with the exception of Piedmont Columbus Regional hospitals. Please see those specific summaries for more detail.

What is covered under Piedmont's Financial Assistance Policy (FAP)?

Assistance may be available for emergency and medically necessary care for uninsured patients. Piedmont Healthcare patients with family household resources up to 300% of the Federal Poverty Guidelines may be eligible for fully discounted services. Piedmont Healthcare will not charge patients who are eligible for financial assistance more than the amounts generally billed (AGB) to patients who have insurance for emergency or other medically necessary care.

How to Apply for Assistance:

Free copies of the FAP, plain language summary and the FAP application may be obtained through any of these sources:

In-person: Hospital Admissions Office
Over the phone: 1.855.788.1212
By fax: 770.916.7511
Online: piedmont.org
Email: assistance@piedmont.org

By Mail:
Piedmont Healthcare Customer Service
ATTN: Financial Assistance
2727 Paces Ferry Road, Building 2, Suite 500
Atlanta, Georgia 30339

For Piedmont Athens Regional patients who received care before August 01, 2018, please call 706-475-3542 or 1-800-768-7425 for more details on the options available to you.

Other Financial Options and Information Available

If a patient's circumstances do not qualify for fully discounted services, other options may be available for resolving outstanding balances, as outlined below.

Uninsured Discounts:

Piedmont offers an automatic discount for all patients who do not have health insurance coverage. Please contact us if you have any questions about our discount program.

Hardship Assistance:

Piedmont Healthcare understands there are patients who do not qualify for help under the Financial Assistance Policy, but are unable to pay their outstanding balance. Additionally, insured patients may experience a financial hardship when paying their balance after all third-party payments. To apply for Hardship Assistance, see the section above, "How to Apply for Financial Assistance."

Payment Plans:

Piedmont offers no interest payment plans. If you would like to set up a payment plan, or would like to add new accounts to an existing payment plan, please call our Patient Financial Care team at **1.855.788.1212**. Payments may be made using cash, check, or credit card online at piedmont.org or via phone with our Customer Solution Center at **1.855.788.1212**.

Need a price estimate?

Estimates for scheduled services occurring at our hospitals are available for patients with or without insurance. For more information, please see our online resource guide "Understanding Healthcare Prices" at www.piedmont.org or contact our Patient Financial Care team at **1.855.788.1212** or send an email to price.estimate@piedmont.org.

Still have questions?

Call our Patient Financial Care team at **1.855.788.1212** for any questions or information about getting help with medical bills. Patients can apply for help at any time during treatment and for a period of time after getting the first bill.

