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.

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

Assistance may be available for emergency and medically necessary care for uninsured patients who are residents of the State of Georgia. Piedmont Healthcare patients with family household resources up to 300% of the Federal Poverty Guidelines may be eligible for fully discounted services. A patient who qualifies for assistance under the Financial Assistance Policy will not be charged more for emergency or medically necessary care than amounts generally billed to patients having insurance covering such care.

How to Apply for Assistance:

Free copies of the FAP 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 |

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.estimates@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.
Thank you for choosing Piedmont Healthcare for your care. We have prepared the following information to help you understand how we can work together to make sure you have the information you need to eliminate surprises and to meet your financial responsibilities for the care and services you receive.

**Know which services your insurance will cover**
Health insurance coverage is a contract between you and your insurance company. It is best if you know which services your insurance will cover and your portion before you receive care. That way, there are no surprises for either of us. If you are not sure about your coverage, please ask your insurance company. Their contact information is normally found on the back of your insurance card. If you have no insurance or do not give us correct information, you will be responsible for the full cost of the services you receive.

**Copayments, deductibles and other patient cost shares**
Please plan to pay your copayment, deductible or co-insurance before receiving care or services. Your insurance plan determines the amount you are responsible for paying. We will also ask you to pay money owed for non-covered services, and any other cost shares (i.e., coinsurance, deductible, etc.) before or at the time of service. The total amount you owe might change after your appointment depending on the actual care or services you receive. You are responsible for all or part of the changes based on your coverage and insurance plan. It is important to know that even if a service is covered, your insurance plan might not pay the charges in full.

**Payment Options**
Options are available for paying financial responsibilities. After you have an appointment for a scheduled service at a Piedmont Healthcare location, call our Patient Connection Center to pre-register for a visit and learn about your personal financial responsibility and options. Remember, payment is required before service for all non-emergent services. If you are unable to accept a Payment Option that fits your financial abilities, your appointment is subject to rescheduling.

**Questions or to Pre-Register?**
Please contact Piedmont’s Patient Connection Center at 470.271.1629.