

UVA Community Health Financial Assistance Summary Sheet

The Mission of UVA Community Health (UVACH), which includes UVA Health Culpeper Medical Center (CPMC), UVA Health Haymarket Medical Center (HAMC), UVA Health Prince William Medical Center (PWMC), UVACH Medical Group, and UVA Health Cancer Center Gainesville, is to provide compassionate, quality healthcare services to those in need, regardless of their ability to pay. UVACH provides financial assistance for patients who receive emergency or other medically necessary care from any of our hospital facilities and/or employed providers.

Who qualifies for financial assistance?

UVACH's Financial Assistance Policy ("FAP") provides 100% financial assistance for emergency or other medically necessary care to qualifying patients with an annual gross family income at or below 200% of the current Federal Poverty Guidelines (FPG) and asset levels at or below \$50,000. There are certain exemptions applied for vehicles and real estate when it is a primary residence. UVACH also offers a discounted rate to patients whose family gross income is between 201% and 400% of the FPG and asset levels at or below \$50,000. An FAP eligible individual will not be charged more than the amounts generally billed (AGB) for emergency or other medically necessary care to patients who have insurance for such care.

How to apply for financial assistance?

Individuals who have concerns about their ability to pay for emergency and medically necessary care may request financial assistance. To apply for financial assistance, a patient (or their family or other provider) should fill out our Financial Assistance Application. Copies of the Financial Assistance Application and the FAP may be obtained for free through the mail by calling the customer service department at the following numbers:

- CPMC: 540-829-4320 (For patients with last names starting with letters A-K) or 850-829-4330 (For patients with last names starting with L-Z)
- HAMC: 571-284-1517
- PWMC: 703-369-8020

Additionally, the Financial Assistance Application and FAP may be obtained for free by downloading a copy from our website at [Needs to be WEB address we upload the FAP to,](#)

Where can I receive help in filling out the Financial Assistance Application?

Individuals who need assistance in completing the Financial Assistance Application may call the customer service department at the telephone numbers listed above.

What services are covered?

All emergency or other medically necessary services are covered under the FAP, including outpatient services, inpatient care, and emergency room services. Non-eligible services such as, but not limited to elective non-medically necessary procedures, cosmetic and flat rate procedures, durable medical equipment, patients with insurance who choose not to use their insurance and services provided as a result of an accident are not covered by the financial assistance program. If services provided as a result of an accident are not covered by a third party, patients may apply for financial assistance. In the event a balance remains after insurance the patient may apply for financial assistance. Insured patients that are within the income threshold may apply for financial assistance as long as it does not conflict with a contract between the insurance company and UVACH. Charges from doctors and specialists who are not employed by UVACH and who provide services in the hospital may not honor the UVACH financial assistance program. You should discuss with your doctor or visit our web site at <https://uvahealth.com/services/billing-insurance/financial-assistance-information> for a list of

providers who participate and do not participate in the UVACH financial assistance program.

What if I have questions or need assistance completing the application?

If you need assistance, you may contact or visit a financial counselor or cashier located within the patient access areas at our hospitals or call our customer service department at the numbers listed above. For non-English speaking patients, translations of this document, the FAP and the Financial Assistance Application are available in other languages, including English and Spanish. Please call the above numbers or visit our website at: [Are You Eligible for Financial Assistance? | UVA Health](#) to download translations of this plain language summary, the UVACH FAP and the Financial Assistance Application.

UVA Health Culpeper Medical
Center
501 Sunset Lane
Culpeper, VA 22701

UVA Health Haymarket Medical
Center
15225 Heathcote Boulevard
Haymarket, VA 20169

UVA Health Prince William
Medical Center
8700 Sudley Rd
Manassas, VA 20110