



FINANCIAL ASSISTANCE POLICY – PLAIN LANGUAGE SUMMARY

Monroe County Hospital offers free or discounted care to patients who meet income and financial-need requirements, and this summary explains who qualifies, what help is available, and how to apply.

Monroe County Hospital provides financial assistance for emergency and medically necessary care to patients who cannot afford their bills. Below is a shorter, easy-to-read version of the policy.

What Financial Help is Available

- **Free Care** for households at **125% of the Federal Poverty Level (FPL)** or below.
- **Discounted care** for households between **125% - 200% of the FPL**.
- **Uninsured patients automatically receive a 50% discount**- no application required.
- Approved patients will **not be charged more than the Amounts Generally Billed (AGB)**.

Who Can Qualify

You may qualify if you:

- Have **no insurance** of **limited insurance**.
- Are **not eligible** for Medicare, Medicaid, or other programs.
- Have **financial need** and **liquid assets under \$2,000**.
- Provide required income and household information.

What Services Are Covered

- **Emergency Care**
- **Medically necessary services**
(Not covered: elective or cosmetic procedures)

How to Apply

You may apply **any time during billing** and up to **240 days** after your first bill.

Submit:

- A completed application
- Proof of income (tax return, W-2, or pay stubs)
- Household and asset information

If something is missing, the hospital will give you 14 **business days** to provide it.

How to Get the Application

- **Online:** www.monroehospital.org
- **In person:** Emergency Room or Admissions
- **By phone/mail:** Request copies from the Financial Assistance team

Need Help?

- **Financial Assistance Team:** 478-394-6295
- **Address:** 100 N Bennett Street., Ste 6, Forsyth, GA 31029
- **In -person help:** Outpatient Registration (next to ER)

Billing Protections

- Qualified patients are **not charged more than AGB.**
- The hospital **does not take extraordinary collection actions** before checking for FAP eligibility.
- Uninsured patients receive **three statements** and at least **120 days** to apply.

Translations

Spanish versions of the policy, application, and summary are available online or by request.