Sentara

Financial Assistance Policy Plain Language Summary

Financial Assistance for Emergency or Other Medically Necessary Care in a Sentara Hospital or other Sentara Non-Hospital Facility

If you are unable to pay your bill, please contact us at the telephone number or address below for the facility in which you received services to see if you are eligible for financial assistance. Each patient's need for financial assistance is evaluated according to the level of his/her household income, in light of relevant facts and circumstances, such as reported income, assets, liabilities, expenses, and other available resources. Free care is available to uninsured, self-pay, and insured patients whose household income is 300% or below the then-current federal poverty level with less than $50,000 in available assets. Additionally, uninsured and self-pay patients whose household income is between 300% and 400% of the then-current federal poverty level with less than $50,000 in available assets will receive a 80% discount. In addition, insured patients seen at Sentara Albemarle Medical Center whose household income is between 300% and 400% of the federal poverty level with less than $50,000 in available assets will receive a 80% discount.

See http://aspe.hhs.gov/poverty/index.cfm for the current federal poverty guidelines published by the U.S. Department of Health and Human Services.

The complete financial assistance policy ("FAP"), along with an application for financial assistance, can be found at www.sentara.com/financialassistance. Paper copies are also available at any patient registration area within a Sentara hospital facility and will be mailed free-of-charge to a patient upon request.

FACILITIES *The following hospital facilities are covered under this FAP Plain Language Summary*	**CONTACT INFORMATION TO REQUEST FINANCIAL ASSISTANCE INFORMATION.**
Sentara Albemarle Medical Center Sentara CarePlex Hospital Sentara Halifax Regional Hospital Sentara Leigh Hospital Sentara Martha Jefferson Hospital (including Sentara Martha Jefferson Outpatient Surgery Center) Sentara Norfolk General Hospital Sentara Northern Virginia Medical Center Sentara Obici Hospital (including Sentara BelleHarbour Surgery Center) Sentara Princess Anne Hospital Sentara RMH Medical Center Sentara Virginia Beach General Hospital Sentara Williamsburg Regional Medical Center	**Requests by phone:** 757-233-4600 **Requests by mail:** Sentara Health Attn: Financial Coordinator P.O. Box 117839 Atlanta, GA 30368-7839 **Requests by fax:** 757-510-9411 **Requests by email:** FAP@sentara.com

Individuals may apply for financial assistance under the facility's FAP by mailing a completed application, along with proof of household income, to the above address or by bringing the application and proof of household income to any patient registration area of a Sentara hospital facility. Patients may also call or visit the above location to receive assistance with the application process.

In the case of emergency or other medically necessary care covered under the FAP, patients eligible under a hospital facility's FAP may not be charged more than the amounts generally billed to individuals who have insurance covering such care.

Financial assistance is available at other non-hospital locations in accordance with Sentara's policy.