

Plain Language Summary of Financial Assistance Policy

Financial Assistance

MUSC Health provides financial assistance for any Patient or Guarantor ("Patient") who receives emergency and medically necessary care and meets the eligibility requirements. Financial assistance is not offered by every physician providing services at MUSC Health Hospitals.

Eligible for Financial Assistance?

A Patient must comply with the following requirements to be eligible for financial assistance:

- A Patient must satisfy the MUSC Health Financial Assistance Policy requirements which includes a sliding scale that considers factors such as yearly income and family size.
- A Patient may not be eligible for other programs or applicable insurance that would cover medical expenses.

How to Apply?

A Patient may apply for financial assistance by submitting a Financial Assistance Application. For MUSC Health to determine eligibility for financial assistance, a Patient must complete the application and provide all requested documentation. Applications may be obtained in the following ways:

- On the MUSC Health website at <https://muschealth.org/patients-visitors/billing/financial-assistance>
- MyChart
- Request a Financial Assistance Application at any MUSC Health Hospital.
- Contact a Customer Service Representative at 843-792-2311 to request an application by mail.

Translations

The Plain Language Summary and Financial Assistance Policy are available in both English and Spanish and are located at the following website:

<https://muschealth.org/patients-visitors/billing/financial-assistance>

For Help or Questions

For assistance completing the documents or for questions, a Patient may do the following:

- Contact a Customer Service Representative at 843-792-2311
- Schedule a meeting with an MUSC Health Financial Counselor
- Meet with a Financial Account Representative the MUSC Health Single Billing Office at 1 Poston Road Suite 135 Charleston, SC 29407

Request for Cooperation

MUSC Health requests that a Patient fully cooperate by providing requested information on a timely basis, and to apply for any suitable government sponsored or subsidized health insurance program or any other insurance program for which they may be eligible. The Patient is responsible for providing information timely about their health benefits, income, assets, and any other necessary information.

Emergency and Medically Necessary Care

Any Patient eligible for financial assistance will not be charged more than the Amounts Generally Billed (AGB) for emergency or other medically necessary care.

Notification for Approval or Denial

Once the application and all requested documents are provided to MUSC Health, the Patient's application will be reviewed, and an approval or denial letter will be mailed to the Patient.

Collection Activities

MUSC Health may employ reasonable collection efforts to obtain payment from an uninsured Patient who does not qualify for financial assistance after 120 days. General collection activities may include statements, letters, texts, telephone calls, and referral of accounts to third party agents or vendors and the South Carolina Department of Revenue.