

Inova Health System is proud of its mission to provide quality care and improve the health of the communities we serve – regardless of a patient’s ability to pay. We are committed to minimizing the financial challenges that exist for certain patients; in particular, those not adequately covered by health insurance or governmental payment programs.

### **Financial Help May Be Available to You**

If you do not have health insurance or are concerned that you may not be able to pay for your care in full, we may be able to help. All uninsured patients receive a 35 percent discount off of total charges. Furthermore, if Medicaid or Medicare does not cover you, you may qualify for our MediCredit payment program or for charity care. Inova provides financial assistance to patients based on their family size, income and other resources.

Applications for MediCredit or charity care do not affect the quality of your medical care from the hospital or the physician. They only affect the way your bills are paid.

Inova Health System is a not-for-profit health care system based in Northern Virginia that consists of hospitals and other health services including emergency and urgent care centers, home care, nursing homes, mental health and blood donor services, and wellness classes. Governed by a voluntary board of community members, Inova’s mission is to improve the health of the diverse community we serve through excellence in patient care, education and research.

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## **Financial Help for Health Care Services**

## Answers to your questions about free or reduced-cost hospital care

### What is charity care?

Charity care is generally for people who do not have other financial resources available, such as insurance or government programs, and whose income is at or below 200 percent of the federal poverty level. A sliding fee scale is offered if your income is between 200 and 300 percent of the federal poverty level.

### How do I apply for charity care?

Applicants for charity care must complete the application for uncompensated care and provide other information as required. Within 30 days after receiving your application, the hospital will notify you in writing whether or not you are eligible. The hospital's decision to provide charity care does not affect your financial obligation to your physicians or other health care providers. Call **703-321-2539** for more information on determining your charity care eligibility.

### What about using charity care in addition to other assistance programs?

Applicants are expected to exhaust all other payment sources as a condition for approval. For example, you might be eligible for Medicaid or Medicare. Therefore, you will be required to apply for those programs before seeking charity care.

### If I am not eligible for charity care, what are my other options?

You can call one of Inova's **financial quality coordinators** at one of the hospital numbers listed in this brochure.

## Answers to your questions about Inova's medical payment plan

### What is MediCredit?

MediCredit is for patients with adequate income who need to arrange for a payment plan because they have no insurance or because they need help with the self-pay portion of expenses not covered by insurance. MediCredit provides long-term, flexible payment schedules tailored to meet the needs of each patient.

### How do I apply for MediCredit?

You can fill out an application for MediCredit before, during or after your hospital admission. You can fill out an application at the time you register at the hospital, or you can call a **financial quality coordinator** at the numbers listed in this brochure. You may also call the MediCredit main office at **703-321-2626** or stop by 8003 Forbes Place, Suite 300, Springfield, VA.

### What if I need to apply for Medicaid/State Local Hospitalization (SLH)?

If you are a Fairfax County resident, you can apply for Medicaid/SLH with the Fairfax County Department of Family Services' (DFS) eligibility workers located at Inova Fairfax Hospital or Inova Mount Vernon Hospital. If you are an Alexandria City resident, you can apply with the Alexandria City DFS' eligibility workers located at Inova Alexandria Hospital. Regardless of your location, during your hospital stay, a **financial quality coordinator** will conduct a financial assessment and assist you with completing and submitting a Medicaid/SLH application. All Inova Fair Oaks Hospital inpatients will be referred to an agency to assist them with the Medicaid application form.

If you are a resident from another locality not referenced above, you will be referred to an agency contracted by the hospital to assist you with the Medicaid application process.

Inpatients who may be eligible for supplemental Social Security Income (SSI) will also be referred to a contracted agency.

Outpatients who need to apply for Medicaid can apply at the nearest DFS office based on their home zip code. For a complete listing of Virginia DFS offices, call **703-324-7500** or visit **www.dss.state.va.us**.

### For more information on specific programs, call:

**MediCredit payment plan** .....703-321-2626  
**Charity care**.....703-321-2539

### Medicaid:

Fairfax County residents .....703-776-3304  
City of Alexandria residents .....703-504-3366  
City of Falls Church residents .....703-776-3304  
City of Fairfax residents .....703-776-3304  
Fairfax County residents  
with Alexandria zip codes .....703-838-0700  
Loudoun County residents.....703-777-0353  
Prince William County-  
Manassas residents .....703-792-7500  
Prince William County-  
Woodbridge residents .....703-792-4300

### Or, call the individual Inova hospital and speak to a financial quality coordinator for questions about MediCredit, charity care and other payment options:

Inova Alexandria Hospital .....703-504-3121  
Inova Fairfax Hospital and  
Inova Fairfax Hospital for Children....703-776-8703  
Inova Fair Oaks Hospital .....703-391-3840  
Inova Mount Vernon Hospital .....703-664-7569