

Appendix C

Financial Assistance Required Documentation Checklist

In addition to completing the Inova Financial Assistance application, you will need to provide proof of your income and residency from the list of options below. **Please provide the document(s) closest to the top of the list that you have available.**

Download document templates from www.inova.org/patients-visitors/financial-assistance.

Please note that your application submission must be within 365 days from first statement date to be eligible for review and decision.

Individual/Family Income Requirement If a spouse or significant other lives with you, their income documentation is also required.	Residency Requirement Proof of 30-days of Virginia residency prior to any services received at Inova is required. Must include one (1) of the following from the list below:
If Employed: Most recent federal income tax return with date and signature AND Two paystubs from the last 60 days showing gross income before deductions, pay period date and year to date earnings OR if no paystubs/taxes available: Verification of Employment Form (completed by employer): Intended for patients who are newly employed and have not yet received a paycheck, or if paystubs are unavailable OR if no paystubs/taxes and no Verification of Employment Form available: Verification of Self-Declaration Form: Intended for patients who are day workers, migrant/seasonal workers, or earn tips as their income.	Most recent federal income tax return with date and signature. Valid Virginia-issued Driver License or Identification Card, Virginia Voter Registration Card, Virginia DMV records, Consulate-Issued ID issued at least 30 days prior to the date of service.
If Self-employed Most recent federal income tax return with date and signature AND Last three months of bank statements	Utility bill or bank statement: • Document must reflect applicant's name and current address. • Document must have been dated/generated at least 30 days prior to the Inova date of service.
If Unemployed Most recent federal income tax return with date and signature AND Last three months of bank statements AND either: If you became unemployed in the last three months: Resignation or termination letter. OR If unemployed longer than three months: Letter of Circumstances AND if receiving additional support: Verification of Support Form (completed by family/friend/community partner): Intended for patients who are unemployed and receiving support with shelter, food and/or living expenses from family/friend/other. <i>This document does not assign the person completing the form any financial responsibility of outstanding medical debt due from the patient who is applying for financial assistance.</i> OR if no taxes/bank statements/Support available: Verification of Self-Declaration Form: Intended for patients who are unemployed and not receiving support from family/friend/other with shelter, food and/or living expenses	Verification of Residency Form completed by landlord/property owner. School records: • Documents must reflect child name, school name and current address. • School must be accredited by a US state, jurisdiction or territory. This may include a transcript, Emergency Care Form, letter or other documentation that can be requested from the school or downloaded from a virtual portal.
Other Income-Related Documentation that may be requested include (but are not limited to)*: Social Security benefit letter, pension, retirement income, survivor benefits, unemployment benefits, government assistance program, public assistance benefit letter, interest dividends, royalties, income from estate/trust, education/tuition assistance documentation, alimony/child support documentation, ambassador status verification on embassy letterhead, third-party income verification (home lease, purchase application, automobile lease, loan application, etc.), I20 Form (international students), child's birth certificate, letter of circumstances *Please call the team for more information: 571-472-5880.	Other Residency-Related Documentation that may be requested include (but are not limited to)*: Lease agreement, receipt for personal property tax in Virginia or real estate taxes paid within the last year to the Commonwealth of Virginia or a Virginia locality, Virginia Department of Education Certificate of Enrollment, immigration residency certification document, W2 *Please call the team for more information: 571-472-5880.

IMPORTANT: Failure to submit the required signed and dated application and required documentation for proof of individual/family income and residency will result in the DENIAL of your application. If you are denied for financial assistance, the outstanding balance will remain as patient responsibility, and you will receive Inova patient billing statements for the amount due.

Please allow 30 days for our team to review and determine your eligibility for Financial Assistance. Additional documentation may be requested and submitted during this time. A decision letter will be sent to you via certified mail and/or will be visible in MyChart within that 30-day term defined within Inova's Financial Assistance Policy Requirements.

For questions, please call the Inova Financial Assistance Team: 571-472-5880.

How to submit your completed/signed financial assistance application including proof of income and residency

MyChart

Upload completed and signed application and all required residency and income documentation to MyChart:

Log in or create an account within MyChart: <https://mychart.inova.org/mychart>

1. Once logged in, navigate to the menu in the top left-hand corner of the home screen.
2. Scroll down to the "Billing" Category and select "Financial Assistance."
3. Complete each screen and upload a completed and signed Application, as well as your income and residency documents that are required in the designated order as prompted.
4. Once all documents have been uploaded and appropriate fields have been filled in within each screen, click Submit.

The processing team will then begin the review of your case and communicate status of your submission and approval or denial decision, or a request for additional documentation if needed.

Mail

Mail the completed and signed application and all required residency and income documentation to:

Inova Patient Financial Services
Attn: Rev Cycle Financial Assistance Department
8095 Innovation Park Drive
Fairfax VA 22031

This location does not accept patient walk-ins.

Fax

Fax the completed and signed application and all required residency and income documentation to:

Fax #: 571-665-6895
Attn: Rev Cycle Financial Assistance Department

Drop Off

Drop off your completed and signed application and all required residency and income documentation to:

Inova Partnership for Healthier Communities
2700 Prosperity Ave., #280
Fairfax VA 22031

7617 Little River Turnpike, Suite 850
Annandale, VA 22003

365 Herndon Parkway, Suite 105
Herndon, VA 20170

Monday to Friday 8:30am – 5:00pm
(In person assistance available Monday to Friday 8:30am – 3:00pm.)