

# Patient Financial Care at Piedmont Healthcare

## A Consumer Resource for Making Informed Choices

Piedmont Healthcare understands that not all patients have the ability to pay their healthcare bills. We offer financial assistance to qualifying patients. It is our goal to work with our patients to find ways to make Piedmont's medical care more affordable. If you are having trouble paying for all or some of your healthcare services, please speak with our Patient Financial Care team at **1.855.788.1212**.

## What is covered under Piedmont's Financial Assistance Policy (FAP)?

Assistance may be available for emergency and medically necessary care for uninsured patients. Piedmont Healthcare patients with family household resources up to 300% of the Federal Poverty Guidelines may be eligible for fully discounted services. Piedmont Healthcare will not charge patients who are eligible for financial assistance more than the amounts generally billed (AGB) to patients who have insurance for emergency or other medically necessary care.

## How to Apply for Assistance:

Free copies of the FAP, plain language summary and the FAP application may be obtained through any of these sources:

**In-person:** Hospital Admissions Office

**Over the phone:** 1.855.788.1212

**By fax:** 770.916.7511

**Online:** [piedmont.org](http://piedmont.org)

**Email:** [assistance@piedmont.org](mailto:assistance@piedmont.org)

**By Mail:**

Piedmont Healthcare Customer Service

ATTN: Financial Assistance

2727 Paces Ferry Road, Building 2, Suite 500  
Atlanta, Georgia 30339

## Other Financial Options and Information Available

If a patient's circumstances do not qualify for fully discounted services, other options may be available for resolving outstanding balances, as outlined below.

### Uninsured Discounts:

Piedmont offers an automatic discount for all patients who do not have health insurance coverage. Please contact us if you have any questions about our discount program.

### Hardship Assistance:

Piedmont Healthcare understands there are patients who do not qualify for help under the Financial Assistance Policy, but are unable to pay their outstanding balance. Additionally, insured patients may experience a financial hardship when paying their balance after all third-party payments. To apply for Hardship Assistance, see the section above, "How to Apply for Financial Assistance."

### Payment Plans:

Piedmont offers no interest payment plans. If you would like to set up a payment plan, or would like to add new accounts to an existing payment plan, please call our Patient Financial Care team at **1.855.788.1212**. Payments may be made using cash, check, or credit card online at [piedmont.org](http://piedmont.org) or via phone with our Customer Solution Center at **1.855.788.1212**.

## Need a price estimate?

Estimates for scheduled services occurring at our hospitals are available for patients with or without insurance. For more information, please see our online resource guide "Understanding Healthcare Prices" at [www.piedmont.org](http://www.piedmont.org) or contact our Patient Financial Care team at **1.855.788.1212** or send an email to [price.estimate@piedmont.org](mailto:price.estimate@piedmont.org).

## Still have questions?

Call our Patient Financial Care team at **1.855.788.1212** for any questions or information about getting help with medical bills. Patients can apply for help at any time during treatment and for a period of time after getting the first bill.