

Tuomey Health Care System is committed to extending financial assistance to qualified individuals. Financial counseling is offered through our Patient Access department. If payment for your health care expenses could create a financial hardship for you, our staff will work with you to assist in your application for financial assistance. Information you provide is confidential and is only reviewed by the staff processing your application.

Criteria Categories for Financial Assistance

Before any financial assistance is granted, you must have already exhausted all other sources of payment including insurance, public assistance, litigation, or third-party liability.

- Family income, in relation to federal poverty guidelines
- Assets (e.g. home, bank account, and stocks)
- Any additional financial hardship
- Care must be non-elective
- Care must be medically necessary
- You must live within the service area of Tuomey Healthcare System

How to Apply for Financial Assistance

1. Call the patient financial advocates at (803) 774-8804, 8847, 9644 or 9708. A financial advocate will advise you and investigate other sources that might provide financial assistance.
2. Complete a financial assistance application and submit it along with the following:
 - Proof of Employment for the last 6 weeks
 - Proof of household income including anyone living in the household
 - Proof of unemployment compensation, i.e. letter of approval, copy of unemployment print out
 - Proof of any state assistance that may be received in the household, i.e. food stamps, Medicaid for the last 6 weeks
 - Proof of application for state assistance and/or denial if not approved
 - Most recent Income Tax statement
 - Copy of bank statement for the last 6 weeks
 - Notarized statement of support if unemployed
 - Notarized income statement from employer if no bank account or check stubs are available

Note: If you do not have all of these documents contact one of our financial advocates. All correspondence to the patient financial advocates should be marked 'Attention Patient Financial Advocates.'

How to Obtain a Financial Assistance Application

There are several ways by which you can obtain an application for financial assistance.

1. Print the application off our Web site. The financial assistance application has been converted to Portable Document Format (PDF). To view the PDF file, you will need Adobe Acrobat Reader installed on your computer. Download Free Adobe Acrobat Reader Now
2. Pick-up an application at the Front Desk of Tuomey Healthcare System
3. Contact us by calling (803) 774-8804, 8847, 9644 or 9708 to request an application.

How the Decision is Made

The financial advocates review all applications. After you have submitted your financial application and required documentation, an advocate will base the decision upon the general criteria categories mentioned above. Please be advised that applications that are received incomplete or with missing documentation/information will be held open for 10 days. If requested information is not received within 10 days of notification, your application will be discarded.

Notification

You will receive written notice of approval or denial of your request for financial assistance within 30 days from the time we receive your completed application and supporting documentation. If you are denied, it means that you did not meet the criteria to qualify for financial assistance and you are responsible for payment. If you wish to appeal, you may submit a revised application with new and verifiable information. If for some reason you have not heard from us within 30 days after returning your application, or you need help in understanding it, please call the Patient Financial Advocates.

Tuomey Healthcare System will not discriminate in the determination of financial assistance eligibility on the basis of race, color, ethnic origin, marital status, age, sex or disability.

Contact

Ph: (803) 774-8804, 8847, 9644 or 9708