

Financial Assistance Program – Plain Language Summary

Appalachian Regional Healthcare System (ARHS) offers Financial Assistance under a Financial Assistance Program to eligible individuals, providing partially or fully discounted emergency or medically necessary healthcare to eligible individuals and families. You can obtain an application and additional information from any of the sources below:

1. Phone a Patient Financial Advocate at (828) 262-4110 or (828) 262-4111 between the hours of 9:00 a.m. and 4:30 p.m.
2. Download the application from the ARHS website at www.apprhs.org.
3. Visit or write to the Financial Counseling Office at 155 Furman Road Suite 101, Boone, NC 28607.

Determination of Eligibility for the Financial Assistance Program is made based on review of a complete application and supporting documents, including proof of income, assets, and liabilities. All self-pay patients receive a 25% discount. In addition, underinsured and uninsured may qualify for further discounts. For instance, uninsured patients with a household income of less than 200% of Federal Poverty Guidelines (FPG) may qualify for a 100% discount and less than 300% may qualify for up to 60%.

Patients and Families who are not eligible for discounts may participate in an established payment plan. Patients and families will not be charged more for Emergency or other medically necessary care than Amounts Generally Billed (AGB) to those patients who have insurance.

Translation of the Financial Assistance Program and application are available by request at the Financial Counseling Department at the address listed above.

In order to make our patients, families, and the community aware of the ARHS Financial Assistance Program, this information is available by posting of signage, development of this statement, and distribution of informational brochures at registration areas. Please contact Financial Counseling at the address or phone number stated above if you need additional information or have questions.

The Financial Assistance Program applies to Appalachian Regional Healthcare, Watauga Medical Center, Cannon Memorial Hospital, Appalachian Regional Medical Associates, and Wake Forest Emergency Room Physicians.

The Financial Assistance Program does NOT apply to The Foley Center at Chestnut Ridge, Watauga Radiology Associates, Watauga Pathology Associates, Watauga Anesthesiology, Watauga Surgical Group, or DJO for medical devices not billable under eligible providers.