



## Financial Assistance Program

Ashe Memorial Hospital, Inc. (AMH), extends partial or full charity care discounts for emergent and medically necessary health care services to patients who meet eligibility requirements.

### How to apply

1. Contact a Patient Financial Counselor at (336)846-0725 during business hours (8:00 am – 4:30 pm, Monday through Friday) or by mail at 200 Hospital Avenue, Jefferson, NC 28640-9244.
2. Download an application from our website at [www.ashememorial.org](http://www.ashememorial.org).

### Eligibility

To qualify for Financial Assistance, all of the following conditions are required:

1. The patient must be a resident of Ashe County, NC. Exceptions are made for emergency visits only.
2. The patient is uninsured or grossly underinsured and unable to access payment via government programs (e.g., Medicare, Medicaid, Vocational Rehab, etc.) or other third-party payment programs (e.g., employer-sponsored health insurance, Marketplace insurance, etc.). Non-compliance with these programs will deem the patient ineligible for financial assistance.
3. The patient's annual family income must be less than 250% of the current year Federal Poverty Guidelines.
4. The patient must not have substantial cash assets.
5. The application and supporting documentation must be submitted to an AMH Financial Counselor within 90 days from the first billing statement for the patient's medical visit.

### Approval

Applications and supporting documentation will be reviewed for completeness, accuracy, and eligibility. An approval or denial letter will be sent to the applicant. Uninsured patients who are eligible for financial assistance will not be charged more than amounts generally billed for emergency or other medically necessary care to individuals who have insurance covering such care. Financial assistance applications are kept on file at AMH and may be used up to 3 months after the date of submission.

### Exclusions

This policy applies only to services received at Ashe Memorial Hospital, Inc. It does not apply to services rendered at Mount Jefferson Family Medicine, Mountain Family Care Center, Ashe Oncology, Ashe Orthopedics or any independent providers who provide care in the hospital including but not limited to Emergency Physicians, Anesthesiologists, and Radiologists.