



## Financial Assistance Policy – Plain Language Summary

The Covenant Health financial assistance policy shows how eligible patients can receive partial or full discounts for emergency care and medically necessary hospital care.

### Eligible Services

All emergency care and other medically necessary care is eligible for assistance, except these services:

- Services covered by other programs
- Services covered by insurance
- Services that are not medically necessary

### How to Apply

- Ask for an application at any Covenant Health facility's registration area.
- Calling 865-374-3000 or 865-835-3600 and ask for an application to be mailed to you.
- Send a request by mail to:
  - Knoxville Business Office Services
  - 1420 Centerpoint Blvd Building C
  - Knoxville, TN 37932
  - or
  - Methodist Medical Center
  - Attn: Financial Counselor
  - 990 Oak Ridge Turnpike
  - Oak Ridge, TN 37830
- Download an application at [www.covenanthealth.com](http://www.covenanthealth.com) or [www.mmcoakridge.com](http://www.mmcoakridge.com).

If you need assistance with the application process, please contact any of the above.

### Will I be Eligible for Assistance?

Patients are eligible for financial assistance based on their income level and assets. Patients with family income and assets of up to 200% of the Federal Poverty Level may be eligible for a discount of 100%. Patients with family income and assets of 200 - 300% of the Federal Poverty Level may be eligible for a discount of 90%.

To request a copy of the financial assistance policy, call 865-374-3000. Eligible patients will not be charged more for emergency care or other medically necessary care than the Amounts Generally Billed (AGB) for patients who have insurance.

*This information, the Financial Assistance Policy, and Financial Assistance application can be found in Spanish at the locations listed above.*