

The following hospital facilities are covered under the Financial Assistance Policy referenced in this document:

Sentara Albemarle Medical Center

Sentara CarePlex Hospital

Sentara Halifax Regional Hospital

Sentara Leigh Hospital

Sentara Martha Jefferson Hospital

Sentara Northern Virginia Medical Center

Sentara Norfolk General Hospital

Sentara Obici Hospital

Sentara Princess Anne Hospital

Sentara RMH Medical Center

Sentara Virginia Beach General Hospital

**Sentara Williamsburg
Regional Medical Center**

**Sentara Port Warwick
Ambulatory Surgery Center**

Sentara Financial Assistance

757-233-4600

1-877-768-3993

sentara.com/financialassistance

FINANCIAL ASSISTANCE PROGRAM



#0617 Rev. 3/2021 HR/SAMC/SHRH/SMJH/SNVMC/SRMH

Atención: si habla español, tiene a su disposición servicios lingüísticos gratuitos. Llame al 844-809-6648.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 844-809-6648 번으로 전화해 주십시오.

注意: 如果您讲中文普通话, 则将为您提供免费的语言辅助服务。请致电 844-809-6648。

ATTENTION: Language assistance services are available to you free of charge. Call 844-809-6648.

Sentara Healthcare complies with applicable Federal Civil Rights Laws and does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, culture, color, religion, marital status, age, sex, sexual orientation, gender identity or gender expression, national origin or any disability or handicap.

FINANCIAL ASSISTANCE PROGRAMS OFFERED BY SENTARA

At Sentara, we provide quality care to all patients regardless of their ability to pay. We understand that health care expenses are often unexpected and paying for services can be overwhelming. If you cannot pay your bill, we can help.

FINANCIAL ASSISTANCE POLICY

If you are unable to pay your bill, please contact us at the telephone number or address in this brochure to see if you are eligible for financial assistance. Each patient's situation is evaluated according to relevant circumstances such as income, assets or other resources available to pay an outstanding balance. Taking these factors into account, free care is available to insured patients whose household income is 200% or below the federal poverty level with less than \$50,000 in available assets. Free care is available to uninsured patients whose household income is 300% or below the federal poverty level with less than \$50,000 in available assets. Additionally, uninsured patients whose household income is between 300% and 400% of the federal poverty level with less than \$50,000 in available assets will receive a 75% discount.

The complete financial assistance policy ("FAP"), along with an application for financial assistance, can be found at www.sentara.com/financialassistance. Paper copies are also available at any patient registration area within a Sentara hospital facility and will be mailed free-of-charge to a patient upon request.

SENTARA UNINSURED PATIENT DISCOUNT PROGRAM

If you do not have health insurance and you do not qualify for assistance under the financial assistance policy above, you may be eligible for the Sentara Uninsured Discount Program. An administrative adjustment equal to 50% of Hospital Facility Gross Charges is available.

FOR MORE INFORMATION

Please contact a Sentara representative at the phone number or address below. Someone will be available to assist you Monday – Thursday between the hours of 8:30 a.m.– 4:30 p.m. and Friday 8:30 a.m. - 4:00 p.m.

757-233-4600 or 1-877-768-3993

Sentara Healthcare
ATTN: Financial Assistance Coordinator
824 N. Military Hwy., #100
Norfolk, VA 23502

Spanish

Si no puede pagar su factura del hospital, Sentara puede ayudarle

Las traducciones de la Política de ayuda financiera, la solicitud de ayuda financiera y el Resumen en lenguaje sencillo de la Política de ayuda financiera están disponibles en español. Pida a un representante de Sentara una copia o llame al número de arriba.

Korean

치료비를 지불할 수 없다면 Sentara 가 도와드리겠습니다

재정 지원 정책, 재정 지원 신청서 및 재정 지원 정책 기본 요약본이 한국어로 제공됩니다. 상기 Sentara 담당자에게 서류 사본 또는 전화번호를 요청하십시오.

Vietnamese

Nếu bạn không thể thanh toán hóa đơn bệnh viện của bạn, Sentara có thể giúp đỡ

Có các bản dịch bằng tiếng Việt Chính Sách Hỗ Trợ Tài Chính, đơn xin hỗ trợ tài chính và Tóm Tắt Chính Sách Hỗ Trợ Tài Chính bằng ngôn ngữ dễ hiểu. Vui lòng yêu cầu đại diện của Sentara cung cấp một bản sao hay gọi theo số ở trên. Xin chân thành cảm ơn.

Tagalog

Kung hindi mo kayang bayaran ang bayarin sa Hospital, Matutulungan ka ng Sentara

Ang Polisiya sa pagsasalin sa ibang wika ng Tulong na Pinansiyal, Aplikasyon para sa Tulong na Pinansiyal, at ang Polisiya ng Tulong na Pinansiyal ay meron ding pangkaraniwang Wika sa Tagalog. Mangyaring magtanong sa isa sa mga kinatawan ng Sentara para sa numero na maaaring tawagan sa itaas.

Urdu

اگر آپ اپنے ہسپتال کا بل ادا نہیں کر سکتے ہیں تو، Sentara مدد کر سکتی ہے

مالی امداد کی پالیسی کے ترجمے، مالی امداد کے لئے درخواست، اور مالی امداد کی پالیسی سادہ زبان خلاصہ اردو زبان میں دستیاب ہیں۔ براہ مہربانی Sentara سے نقل کے لئے کہیں یا اوپر کے نمبر پر کال کریں۔

Mandarin Chinese

如果您不能支付您的医疗费用，Sentara可以帮助

现有财政资助政策、财政资助申请书和财政资助政策简明综述的中文翻译版本。请询问 Sentara 代表索取一份，或拨打以上号码。