Financial Assistance Program Summary

Thank you for choosing CarolinaEast Medical Center (CarolinaEast). It is CarolinaEast's policy to provide financial assistance to all North Carolina residents that qualify in a professional, compassionate and equitable manner. CarolinaEast understands healthcare expenses are often unexpected and may cause a financial hardship. We are committed to helping our patients by providing Financial Counselors and an onsite Department of Social Service (DSS) Worker.

CarolinaEast shall provide, without discrimination, care for emergency medical conditions within the meaning of section 1867 of the Social Security Act (42 U.S.C. 1395dd) to individuals regardless of their eligibility for financial assistance or ability to pay.

Available Financial Assistance

- Screening and application assistance for Medicaid and other grants.
- Charity Care (100% discount) - To qualify, the household gross income from all sources must be below 200% of the current Federal Poverty guideline, all efforts for alternative payment must be exhausted including a Medicaid eligibility assessment and financial documentation may be required. Other restrictions may apply. CarolinaEast may presumptively qualify a patient for charity care based on a propensity to pay score along with other available information or individual life circumstances.
- Sliding Scale Discounts (68.77% to 75% discount)- To qualify, the household gross income from all sources must be between 200% and 300% of the current Federal Poverty guideline, all efforts for alternative payment must be exhausted including a Medicaid eligibility assessment and financial documentation may be required. Other restrictions apply.
- Amount Generally Billed (AGB) – Patients will not be asked to pay more than what the Covered Provider is reimbursed on average by Medicare and commercial payers for "Allowed/ Covered" services. Financial documentation may be required.
- Affordable Payment Arrangements/Plans.

Accounts that are less than or equal to one (1) year from the date of application will qualify for financial assistance. Financial assistance approval will remain active for one (1) year following the application date.

How to Apply for Financial Assistance

Patients may apply for financial assistance by calling or visiting the CarolinaEast Medical Center's Business Office, (252) 633-8701 or Pre-Registration staff (252) 634-6824 (for future services), by email businessoffice@carolinaeasthealth.com, or in writing to CarolinaEast Medical Center, P.O. Box 12157, New Bern, NC 28561. *Note: if applying for financial assistance for physician services, please contact the office directly, (252)-633-1010, visit* http://www.carolinaeastphysicians.com (patient tab) *or by mail to CarolinaEast Physicians, P.O .Box 68, Pollocksville, NC 28573*.

Patients may complete the Financial Assistance application by printing the application found on our website, http://www.carolinaeasthealth.com/patients/financialservices/assistanceprograms/default.aspx and clink on Assistance Programs. The Financial Assistance policy is available at this website or requests for a copy can be made to a Registrar, Financial Counselor or Cashier.

Financial Assistance Guidelines

Financial assistance is available for healthcare services and procedures that are deemed medically necessary. Coverage exclusions include, but not limited to, cosmetic and elective procedures.