

## Charity Assistance

Mountain States Health Alliance (MSHA) recognizes that some patients with limited incomes may need financial assistance in paying hospital bills. MSHA has a charity program to assist qualified patients with their medical expenses.

Applications are available on the MSHA web site ([www.msha.com/patientbilling](http://www.msha.com/patientbilling)) or by calling the Patient Accounts Department at (423) 431-1700 (local) or (877) 281-5665 (out of area).



# Charity

## MSHA Charity Policy

It is the mission of MSHA to:

- Evaluate all requests for financial assistance using established general guidelines while allowing for unique financial circumstances.
- Respond promptly to patient inquiries regarding their bills and requests for financial assistance.

MSHA recognizes its obligation to provide quality health care to those who are unable to pay. This policy is designed to balance MSHA's obligation with its limited financial resources and to ensure that those receiving free or partially compensated care meet financial qualifications. Everyone applying for charity assistance must complete a financial assistance form and provide supporting documentation.

- Charity eligibility will be determined by review of the financial assessment form, documents presented in support of the information on the form and verification of assets.

- Charity eligibility encompasses the following patients: Patients with Medicaid eligibility after the date of service, patients who are deceased with no estate, patients with Virginia SLH funds exhausted, and Medicaid-eligible encounters where benefit limits have been exhausted.
- MSHA charity guidelines are based on the National Poverty Guidelines for the applicable year.
- Charity awards are not based solely on income. Unique financial circumstances are weighed and assets will be verified, and these factors can change the category of eligibility.