

Patients who wish to be considered for charity care, based on a lack of any insurance or lack of adequate insurance, can do so by calling our Financial Counselors at 336-651-8062 or 336-651-8129.

Financial Counselors are required to obtain financial information and documentation, and render a final decision.

WRMC prefers to conduct financial reviews at the time services are rendered for outpatients, or during the time of hospitalization for inpatients. If circumstances prevent that, appropriate follow-up contact can be arranged.

### **Other coverage options**

WRMC's first priority is to ascertain whether third-party coverage is available; for example, through Medicaid or liability plans such as Worker's Compensation. All such coverage options will be explored before any adjustments are authorized.

### **Financial information required**

Patients being considered for an adjustment are responsible for providing WRMC with any requested financial information. That information may include such things as:

- Household income
- Family assets
- Bank balances
- Credit files
- Tax returns
- IRS forms
- Employer statements
- Deeds
- Tax records
- Property assessments, etc.

WRMC strives to make final determinations within 45 days of service.

## **Patient responsibilities**

Patients are expected to cooperate fully in the review process by:

- Doing any necessary follow-up work to secure third party reimbursements recommended by WRMC.
- Accurately and honestly completing all necessary financial disclosure forms.
- Paying the balance of all accounts that are not eligible for adjustments.

Patients who are not eligible for third party coverage or WRMC charity care adjustments, and who are unable to pay balances immediately, can elect contract payment terms.

Decisions of the financial counselors are final and may not be appealed.