Inova is proud of its mission to provide quality care and improve the health of the communities we serve – regardless of a patient's ability to pay. We are committed to minimizing the financial challenges that exist for certain patients, in particular those not adequately covered by health insurance or governmental payment programs.

Financial Help May Be Available to You

If you do not have health insurance or are concerned that you may not be able to pay for your care in full, we may be able to help. All uninsured patients receive a 25 percent discount off of total charges. Furthermore, if Medicaid or Medicare does not cover you, you may qualify for our MediCredit payment program or for charity care. Inova provides financial assistance to patients based on their family size, income and other resources.

Applications for MediCredit or charity care do not affect the quality of your medical care from the hospital or the physician. They only affect the way your bills are paid.

Your Guide to Financial Help for Health Care Services

INOVA®

INOVA®

Answers to your questions about free or reduced-cost hospital care:

What is charity care?

Charity care is generally for people who do not have other financial resources available, such as insurance or government programs, and whose income is at or below 400 percent of the federal poverty level.

Catastrophic high dollar financial assistance is also available for patients who live in Inova's primary service areas with limited means (above 400 percent and at or less than 500 percent of federal poverty level) who, due to the nature and extent of services provided, have significant care-related financial obligations after considering all potential payment sources. You must meet the residency requirements as outlined in the Inova's Financial Assistance Policy.

How do I apply for charity care?

Applicants for charity care must complete the application for uncompensated care and provide other information as required. Within 30 days after receiving your application, the hospital will notify you in writing whether or not you are eligible. The hospital's decision to provide charity care does not affect your financial obligation to your physicians or other health care providers. Call **571.423.5880** for more information on determining your charity care eligibility.

What about using charity care in addition to other assistance programs?

Applicants are expected to exhaust all other payment sources as a condition for approval. For example, you might be eligible for Medicaid or Medicare. Therefore, you will be required to apply for those programs before seeking charity care.

If I am not eligible for charity care, what are my other options?

You can call one of Inova's financial quality coordinators at one of the hospital numbers listed in this brochure. They will provide answers to your questions about Inova's medical payment plan.

What is MediCredit?

MediCredit is for patients with adequate income who need to arrange for a payment plan because they have no insurance or because they need help with the self-pay portion of expenses not covered by insurance. MediCredit provides long-term, flexible payment schedules tailored to meet the needs of each patient.

How do I apply for MediCredit?

You can fill out an application for MediCredit before, during or after your hospital admission. You can fill out an application at the time you register at the hospital, or you can call a financial quality coordinator at the numbers listed in this brochure. You may also call the MediCredit main office at **571.423.5802** or stop by 2990 Telestar Court, 1st floor, Falls Church, VA.

What if I need to apply for Medicaid?

If you are a Fairfax County resident, you can apply for Medicaid with the Fairfax County Department of Family Services (DFS) eligibility workers located at Inova Fairfax Hospital or Inova Mount Vernon Hospital. If you are an Alexandria City resident, you can apply with the Alexandria City DFS eligibility workers located at Inova Alexandria Hospital.

If you are a resident from another locality not referenced above, you will be referred to a financial quality coordinator to assist you with the Medicaid application process.

Inpatients who may be eligible for supplemental Social Security Income (SSI) will also be referred to a financial quality coordinator.

Outpatients who need to apply for Medicaid can apply at the nearest DFS office based on their home zip code. For a complete listing of Virginia DFS offices, call **703.324.7500** or visit **www.dss.state.va.us.**

For more information on specific programs, call:

MediCredit payment plan...............**571.423.5802**

Charity care.....................................**571.423.5880**

Medicaid:

Fairfax County residents.................**703.776.3304**

City of Alexandria residents..........**703.746.5700**

City of Falls Church residents........**703.776.3304**

City of Fairfax residents..................**703.776.3304**

Loudoun County residents..............**703.777.0353**

Prince William County:
    Manassas residents....................**703.792.7500**

    Woodbridge residents.................**703.792.4300**

Or, call the individual Inova hospital and speak to a financial quality coordinator for questions about MediCredit, charity care and other payment options:

Inova Alexandria Hospital..............**703.504.3068**

Inova Fairfax Medical Campus........**703.776.6019**
Inova Fairfax Hospital, Inova Heart and Vascular Institute, Inova Women's Hospital, Inova Children's Hospital

Inova Fair Oaks Hospital.................**703-391.3840**

Inova Loudoun Hospital..................**703.858.8091**

Inova Mount Vernon Hospital........**703.664.7569**