

# Financial Assistance Plain Language Summary

## Financial Assistance Eligibility

We are committed to giving all our patients the highest level of care, regardless of their ability to pay.

Please tell us if you cannot pay your bill in full – we can help. Our customer service representatives can help you fill out applications for various community and government-sponsored programs for financial assistance, as well as describe VUMC's financial assistance policy and payment plan options.

Patients who have little or no medical insurance and receive treatment at a VUMC facility may be eligible for financial assistance under VUMC's financial assistance policy. Financial hardship is evaluated on a case-by-case basis.

Cosmetic, elective, experimental, and transplant services may not be eligible for a financial assistance discount.

## Application Process

Financial assistance applications are online at: [www.vanderbilthealth.com/information/financial-assistance](http://www.vanderbilthealth.com/information/financial-assistance), or by calling or visiting customer service (see facility addresses and phone numbers listed under qualifications).

To apply for financial assistance, a formal application may not be needed. There is a standard set of questions you will need to answer for us to find out if you are eligible for financial assistance.

The amount of financial assistance is based on income and family size compared to the Federal Poverty Guidelines, using a sliding scale. We typically can give you a decision about financial assistance within 30 days after we get your application.

## Qualification

Qualification for financial assistance is based on adjusted gross income of the patient (or patient's household if filing taxes jointly) for the current year or prior year compared to Federal Poverty Guidelines. For emergency or other medically necessary care, an eligible individual may not be charged more than amounts generally billed to individuals with insurance. Discounts are provided as shown on the Charity Guidelines for services provided at Vanderbilt University Medical Center; the Charity Guidelines for Vanderbilt Wilson County Hospital; and the Charity Guidelines for Vanderbilt Bedford Hospital and Vanderbilt Tullahoma-Harton Hospital. Please see Appendices B - D to the Financial Assistance Policy for applicable charity guidelines.

We encourage you to apply for financial assistance if you are unable to pay all or part of your VUMC bill. Financial Assistance application are available online.

If you have general questions about the financial assistance eligibility process, email [financial.assistance@vumc.org](mailto:financial.assistance@vumc.org).

If you want to speak with a Customer Service Representative that can help with the application or payment plan process, please contact them Monday - Friday 8 a.m. to 5 p.m., at the following locations.

Vanderbilt University Medical Center (Office Closed; Mail-In Only)  
719 Thompson Lane, Suite 24210  
Nashville, TN 37204  
(615) 936-0910

Vanderbilt Wilson County Hospital  
1411 Baddour Parkway  
Lebanon, TN 37087  
(615) 936-0910

Vanderbilt Bedford Hospital  
2835 US-231  
Shelbyville, TN 37160  
(888) 274-7849

Vanderbilt Tullahoma-Harton Hospital  
1801 N. Jackson St.  
Tullahoma, TN 37388  
(888) 274-7849

### **More information**

Visit any Guest Services location in the hospital or clinics and ask to speak with a Financial Counselor.