



## Financial Assistance Policy – Plain Language Summary

The Covenant Health financial assistance policy shows how eligible patients can receive partial or full discounts for emergency care and medically necessary hospital care.

### Eligible Services

All emergency care and other medically necessary care is eligible for assistance, except these services:

- Services covered by other programs
- Services covered by insurance
- Services that are not medically necessary

### How to Apply

- Ask for an application at any Covenant Health facility's registration area.
- Calling 865-374-3000 or 865-316-2303 and ask for an application to be mailed to you.
- Send a request by mail to:

Knoxville Business Office Services  
1420 Centerpoint Blvd Building C  
Knoxville, TN 37932

or

Roane Medical Center  
Attn: Financial Counselor  
8035 Roane Medical Center Drive  
Harriman, TN 37748

- Download an application at [www.covenanthealth.com](http://www.covenanthealth.com) or [www.roanemedical.com](http://www.roanemedical.com).

If you need assistance with the application process, please contact any of the above.

### Will I be Eligible for Assistance?

Patients are eligible for financial assistance based on their income level and assets. Patients with family income and assets of up to 200% of the Federal Poverty Level may be eligible for a discount of 100%. Patients with family income and assets of 200 - 300% of the Federal Poverty Level may be eligible for a discount of 90%.

To request a copy of the financial assistance policy, call 865-374-3000. Eligible patients will not be charged more for emergency care or other medically necessary care than the Amounts Generally Billed (AGB) for patients who have insurance.

*This information, the Financial Assistance Policy, and Financial Assistance application can be found in Spanish at the locations listed above.*