



Patient Financial Assistance

Frequently Asked Questions:

Q. How do I get an application?

A. You may

- You may call Baptist's Financial Assistance line at 334-747-4570 and request an application. Customer Service will assist you with questions and can provide the application.
- You may visit Baptist's Central Business Office at 301 Brown Springs Rd, Montgomery, AL, and obtain a copy of the application.

Q. Do I need to be a US Citizen or a legal permanent resident to be eligible for Charity Care?

A. Yes. (This section is not applicable to Ambulatory services provided in the Physician Office / Clinic setting.)

Q. Do I have to be an Alabama resident to receive Charity Care?

A. Yes, must have been an Alabama resident at the time healthcare services were provided. If the patient is a minor child, the child must be a dependent of a legal resident. (This section is not applicable to Ambulatory services provided in the Physician Office / Clinic setting.)

Q. What is the income limit for free hospital care?

A. Based on your family size and income, assistance is calculated based on the Federal Poverty Guidelines. The minimum that will be owed is \$20 per account.

Q. How is the family size determined?

A. Family is determined using the Census Bureau definition

Q. How will I prove my income?

A. Tax returns, W2, copy of SSN, letter from employer, etc.

Q. What are assets?

A. Checking, Savings, IRA, Trust Fund, etc.

Q. Does Charity Care cover everything?

A. No. Examples of excluded services are elective services, genetic testing, reconstructive surgery, cosmetic surgery, breast implants or reductions, some teeth extractions, weight loss surgery. Services must be medically necessary.

Q. I was turned down when I applied for Charity Care, but now my income is lower. May I apply again?

A. Yes. Proof of income is required (with new application).

Q. I have insurance, but it only covered part of my bill. May I still ask for Charity Care?

A. Yes, deductibles and co-insurance amounts determined to be patient responsibility would be eligible for consideration, but the patient would be responsible for visit co-pays per their insurance contract. You may also request a payment plan agreement for your financial responsibilities.