

## Charity Care, Medical Financial Assistance

Age Requirements

No Age Requirement

Available 24/7

No

Other Eligibility Criteria

No restrictions

Family

No

Intake Process

Visit the website; call; complete financial assistance application. If you need further assistance, call Customer Service at 804-267-3900

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

Henrico Doctors Hospital

<http://www.henicodoctors.com/>

<https://hcavirginia.com/patient-financial/charity-policy>

Main

(804) 289-4500

Toll-Free

(800) 799-6478

1602 Skipwith Road

23229 VA

United States

Fee Structure

Fee Range

Payment Method(s)

Private Pay

,

Private Insurance

,  
Medicaid

,  
Medicare

Languages Spoken  
English

Henrico Doctors' Hospital provides financial counseling to help patients gain access to government sources of medical assistance, including Medicaid, CHIP (Children's Health Insurance Program) and other state and local programs.

The charity care policy applies to uninsured patients who come to our facilities for emergency treatment. This policy provides financial relief to patients who qualify based on a comparison of their financial resources and/or income to Federal Poverty Guidelines. Specifically, for non-elective care, patients whose household financial resources and/or income is at or below 200 percent of the Federal Poverty Level receive free care.

To qualify for charity care, uninsured patients will be asked to complete a simple form (English version and Spanish version) and in some instances, to provide additional income and resource verification information.

We also have a financial assistance program designed for uninsured patients who do not qualify for Medicaid, charity care or any other assistance program offered by our facilities, and whose household financial resources and/or income is more than 200 percent of the federal poverty level. These patients receive a bill that reflects a discount from total charges..

We will work with our financially-challenged patients to establish an appropriate payment plan based on the amount due and the patient's financial status. For us to

offer discounts and other financial relief, please recognize that patients will be asked to cooperate with our financial counselors by providing them with essential financial information. Translation services are available.

Information regarding the policy is available in the emergency department at the Main Campus, 1602 Skipwith Road, or Parham Doctors' Hospital, 7700 East Parham Road, in Richmond.

If you have questions regarding our policy or how to apply, please call 1-800-799-6478.

Service Area(s)

Chesterfield County

,

Goochland County

,

Hanover County

,

Henrico County

,

Richmond City