

# Medical Financial Assistance, Carilion Mental Health

Age Requirements

No Age Requirement

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

The facility serves adults who need behavioral health or substance use services.

Family

Yes

Intake Process

Visit the website; call; complete the application and provide documents. Call or visit

Billing Customer Service at or 1-866-720-3742,

Intake Contact Telephone

(800) 284-8898

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

Carilion Clinic

<https://www.carilionclinic.org/locations/carilion-clinic-saint-albans-hospital>

<https://www.carilionclinic.org/billing/financial-assistance#financial-assistance>

Main

(540) 731-2000

Toll-Free

(800) 422-8482

Phone Emergency

(800) 284-8898

2900 Lamb Circle  
24073 VA  
United States

#### Additional Availability Comments

Inpatient visiting hours are 5:30 PM to 6:30 PM.

#### Fee Structure

No Fee

#### Payment Method(s)

Private Pay

,

Private Insurance

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Medicaid

,

Medicare

#### Languages Spoken

English

Carilion Clinic is committed to providing quality health care to all, regardless of their ability to pay. The financial assistance program is designed to allow relief of all or part of the charges that exceed a patient's reasonable ability to pay. See more information at [Financial Assistance Summary](#)

Carilion uses the Federal Poverty Guidelines (FPG) published and updated yearly in the Federal Register along with a Financial Needs Assessment Questionnaire (FNAQ, as developed by Carilion) to determine eligibility. Together, the family income, number of family members living on that income, and equity in real property are pertinent factors in determining how much, in the sole judgment of Carilion, a patient is reasonably able to pay for services.

All patients who are able will be expected to pay for their own healthcare services to avoid shifting the burden for their care to other patients and the general public. To apply for financial assistance for eligible services billed by Carilion Clinic, please complete the [Financial Needs Application](#).

#### Service Area(s)

Alleghany County

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Botetourt County

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Carroll County

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Covington City

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Craig County

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Floyd County

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Galax City

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Giles County

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Montgomery County

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Pulaski County

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Radford City

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Roanoke City

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Roanoke County

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Salem City

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Wythe County