

Navicent Health Baldwin understands you may not be financially able to pay your hospital bill due to unfortunate circumstances or lack of health insurance coverage. The hospital participates in the Georgia Indigent Care Trust Fund. As our patient, you receive certain benefits under the Trust Fund.

You may be eligible for financial help with your bills for inpatient and outpatient services at our facility. Under the Trust Fund, we offer a certain amount of free and reduced-charge care each year. Please contact our financial counselor at 478-454-3585 to complete a Financial Assistance Application. Incomplete applications cannot be considered and proof of income will be required.

## You have a right to:

- The availability of free care and reduced-charge services
- The ability to gain admittance without pre-admission deposits
- Not be transferred solely or insignificant part for economic reasons
- The availability of services provided at our facility
- The terms of eligibility for free and reduced services
- The application process for free and reduced charges
- The person or office to whom complaints or questions about the hospital's participation in or operation of the program may be directed

**Financial Assistance Applications are available in our Business Office and online.**

If you have any concerns about how we operate programs under the Trust Fund rules, please let us try to work with you to resolve them. However, if you are not satisfied with our handling of your situation, you may call the Department of Community Health toll-free at 877-261-3117, or write to:

Indigent Care Trust Fund  
Hospital Policy Section  
Division of Medical Assistance  
Peachtree Street, NW, 37<sup>th</sup> Floor  
Atlanta, Ga. 30303-31