



NavicentHealth
Everything about us is all about you.

Patient Information for Financial Assistance

The Financial Assistance Policy (FAP) of Navicent Health illustrates our commitment to our patients and the community we serve in providing world class care before, during and after treatment is received regardless of their ability to pay.

Patients requiring emergency or urgent medical care and pregnant women in active labor shall be treated without regard to their ability to pay in accordance with all applicable Federal regulations (Emergency Medical Screening, Stabilization, Treatment, and transfer).

Financial Assistance Information

To request an application for financial assistance and a copy of the detailed financial assistance policy, please contact the NAVICENT HEALTH financial assistance team at 478-633-1130 or 478-633-7019. A copy of this summary, the financial assistance policy, required documentation and the application forms are available in English and Spanish or through the NAVICENT HEALTH website at: <http://www.navicenthealth.org>

If you want more information or have questions about the process, please call the financial assistance team at 478-633-1130 or (478) 633-7019. A member of the financial assistance team will be happy to assist you.

You may also visit the financial assistance office located at the Central Business Office, 2490 Riverside Drive, Macon GA 31204 or the Main Campus of NAVICENT HEALTH at 777 Hemlock St, Macon GA 31201.

Information Required to Complete an Application for Financial Assistance:

- Completed Application for Financial Assistance
- Proof of income (most recent complete tax returns, check stub, etc.)
- Statement of Support (if no income reported)
- Proof of resources (i.e. bank statements, money market account statements)
- Additional documentation based on information provided during the screening process with a Patient Account Advisor

Once a completed application is reviewed, a decision will be made and the patient/applicant will be notified in writing of the decision.

Patient Collections

NAVICENT HEALTH makes reasonable efforts to ensure that patients are billed for their services accurately and timely. NAVICENT HEALTH will attempt to work with all patients to establish suitable payment arrangements if full payment cannot be made at the time of service or upon delivery of the first patient statement.

NAVICENT HEALTH has established a self-pay fee schedule to consistently discount uninsured patient bills. The self-pay fee schedule is based on the discount NAVICENT HEALTH negotiates with its managed care payers.

Statements and Collection Letters

Patients/Guarantors will receive two statements and two collection letters sent the 30th day from prior mailing. All statements will inform patents/guarantors of their ability to apply for Financial Assistance.

Phone Calls

Patient/Guarantors will may receive multiple phone calls requesting payment in full or payment arrangements be made. These calls will generally start 28 days after the first statement. The calls will comply with all Federal Regulations and are an attempt to collect a debt.