

UNC Health Care Financial Assistance Program

The UNC Health Care System is committed to providing the appropriate care every patient needs. Each year UNC Health Care has provided millions of dollars in charitable care to patients who are North Carolina residents and have limited household income. To be considered for the Program, a patient must be a North Carolina resident with a household income less than 250% of the Federal Poverty Guidelines. Other assets including investments, property owned (excluding primary residence) and checking/savings accounts will be used to make a determination. If a patient is eligible, this Program may provide relief of most financial obligations to UNC Health Care for a six-month period from the date of approval and a 100% discount will be applied to any patient balances from UNC Hospitals and UNC Physician & Associates for services covered by the Program*. Outpatient pharmacy services are not covered through this Program.

All patients approved for Charity Care are asked to pay a co-payment depending on where their service is delivered and should come prepared to pay a co-payment.

\$10 for a Clinic Visit

\$50 for an Emergency Department Visit

\$75 for an Ambulatory Surgery

\$100 for an Inpatient Admission

To remain eligible for Charity Care, you MUST apply for and/or continue to pursue all benefits for which you are presently entitled to or may become entitled to, including Medicare, Medicaid, Social Security Disability, or any other state or Federal program, until you are either approved or denied. If you are denied benefits due to lack of cooperation, Charity Care will be revoked, and the above-referenced discount will be reversed resulting in all outstanding debts to UNC Health Care System becoming your responsibility.

If you have any questions about this matter, please call our offices at (919) 966-3425 or our Charity Care Help Line toll-free at (866) 704-5286.

*Examples of services NOT covered by the Charity Care Program include, but are not limited to, cochlear implants, elective infant circumcision, LDL aphaeresis, transplants, psychiatric inpatient services, bariatric surgery, deep brain stimulation, penile or testicular implants, vasectomy or vasectomy reversal, ventricular assistance devices, cosmetic surgery, in-vitro fertilization, optical shop products, contact lenses, routine eye exams, hearing aids, specialized outpatient and inpatient eating disorder treatments, and acupuncture.