



# Sheltering Arms Institute

A collaboration with **VCU**Health

## Financial Assistance Policy Plain Language Summary

### **Financial Assistance Offered**

At Sheltering Arms Institute, we are committed to providing the highest quality of care. The purpose of the Sheltering Arms Financial Assistance Policy is to allow Sheltering Arms to provide free or discounted medically necessary care to patients in our community who are uninsured or underinsured and do not have adequate financial resources to pay for that care.

### **Eligibility Requirements and Assistance Offered**

Eligibility for financial assistance is based on multiple factors, including Virginia residency, insurance coverage or other sources of payment, income, family size, assets, and other factors the patient or physician would like to have considered. Patients must fully comply with the application process, including submitting tax returns, W-2s, payroll stubs, and bank statements, as well as completing the application process for all available sources of assistance.

Patients who qualify for assistance are eligible for income/asset-based, sliding scale discounts for medically necessary care. In general:

- Patients whose family income is equal to or less than 200% of the Federal Poverty Guidelines are generally eligible for free medically necessary care.
- Patients whose family income is between 200% and 350% of the Federal Poverty Guidelines are generally eligible for a sliding scale discount ranging from 50% to 90% for medically necessary care.

A patient who qualifies for assistance under the Financial Assistance Policy will not be charged more for medically necessary care than amounts generally billed to patients having insurance covering such care.

### **How to Apply for Assistance**

To apply for financial assistance, please submit a complete Financial Assistance Application with supporting documents to your Case Manager, Nurse Liaison or Patient Accounting using the contact information below.

### **Where to Obtain Copies**

Sheltering Arms' Financial Assistance Policy and Application are available free of charge by calling or visiting Patient Accounting to request a copy by mail, fax, or email. The Policy and Application are also available online at <https://shelteringarmsinstitute.com/patients-and-visitors/financial-assistance-fees/> for downloading and printing. Copies of the Policy and Application are also available from your Case Manager or Nurse Liaison.

### **Contact for Information and Assistance**

Additional information about the Financial Assistance Policy and assistance with the application process can be obtained from Patient Accounting using the contact information below.

### **Questions**

This is a summary of the Sheltering Arms Financial Assistance Policy. Please read the Financial Assistance Policy in full. If you have any questions about qualifying or applying for financial assistance, please contact Patient Accounting using the contact information below.

Patient Accounting  
140 East Shore Dr., #200, Glen Allen, VA 23059  
Telephone: (804) 342-4113  
Fax: (804) 342-4317

E-mail: [FinancialAssistance@ShelteringArms.com](mailto:FinancialAssistance@ShelteringArms.com)

Website: <https://shelteringarmsinstitute.com/patients-and-visitors/financial-assistance-fees/>