



Summary of Financial Assistance Policy

Who May be Eligible

North Carolina residents whose household income is at or below 250% of the federal government poverty guidelines

Financial Assistance Available

WakeMed may reduce charges for emergency and other non-elective medically necessary care to patients who meet the criteria for financial assistance (up to 100% of the charges). Eligible patients will not be charged more than the amounts generally billed to patients with insurance coverage. This includes care by the following entities and locations, only:

- WakeMed Hospitals, including WakeMed Raleigh, Cary, North, and Rehab
- WakeMed Healthplexes & Medical Parks, including Apex, Brier Creek, Garner, Clayton, and Raleigh.
- WakeMed Physician Practices Physicians: Bariatric Surgery; ENT – Head & Neck Surgery; Gastroenterology; General Surgery; Heart & Vascular; Maternal-Fetal Medicine; Obstetrics & Gynecology; Orthopaedics; Pediatric Endocrinology; Pediatric Gastroenterology; Pediatric Health and Wellness; Pediatric Surgery; Physical Therapy; Primary Care; Pulmonology; Urgent Care; Urogynecology; Urology.

Services provided by an employee of WakeMed Physician Practices provided at a WakeMed Hospital Location

Services provided by private or independent entities, physicians, groups, or other providers (including but not limited to Wake Emergency Physicians, Wake Radiology, American Anesthesia of North Carolina, and Raleigh Pathology Associates) are not subject to WakeMed's Financial Assistance Policy, and you will be billed directly by those physicians or entities. You will need to contact them to discuss whether you might be entitled to any discount.

How to Apply

WakeMed's Financial Assistance Policy and application are available for free at <http://www.wakemed.org> and in all WakeMed Customer Service offices. You may also call Customer Service at (919) 350-8359 to request this information be mailed to you for free.

To learn more, or for assistance with the application, contact Customer Service at (919) 350-8359. By request the FAP, application, instructions, plain language summary, and billing and collections policy are also available, without charge and in at least English and Spanish, in WakeMed Customer Service offices and by mail.

Other Financial Assistance

If you do not meet the eligibility requirements of our Financial Assistance Policy for emergency or other non-elective medically necessary care, call Customer Service at (919) 350-8359. If no one other than you is potentially responsible for your care, such as insurance companies or a third party who caused your injury, you may qualify for another type of assistance or a self-pay discount.