

## FAQ for Hospital Financial Assistance

- Q. If my electric bill is not in my name do I still have to provide it?
- A. Yes, you must still provide a copy of the electric bill at your current address even if it is not in your name. This is to validate residency.
- Q. Can I turn in an application to be pre-approved for financial assistance on my hospital visits?
- A. No, we cannot pre-approve charity. We can only process charity on accounts where services have already been performed. Site of service staff should be able to determine possibility of financial assistance.
- Q. Do I need to fill out an application each time I am admitted to the hospital, or each time I visit the ER or have an outpatient service?
- A. No, our charity applications are valid for six months unless there has been a change in your financial situation or a change to your household size.
- Q. If I get approved for charity will it cover my bills at providers such as Premier Radiology, Tupelo Anesthesia Group, etc.?
- A. No, our charity only covers visits at the hospital. You may take your approval letter to the different facilities for them to review so that they may assist you as well. However, this does not guarantee that a physician's office will honor the charity approval.
- Q. If I have accounts at Tupelo Service Finance do they qualify for charity?
- A. Yes, we will review accounts at Tupelo Service Finance and if they qualify they will also be adjusted for 6 months retro.
- Q. What expenses does Financial Assistance Cover?
- A. Only urgent and emergent services will be cover under financial assistance. NO ELECTIVE procedure is covered.
- Q. Does Financial Assistance cover lab work, x-rays, or other imaging (ex. MRI or CT Scan)?
- A. If outside of NMHS facilities it will not be covered.
- Q. Does the program pay for the medications that the Dr. prescribes?
- A. Drugs provided by a retail pharmacy are not covered.
- Q. Does Financial Assistance cover C-Pap's and other device that the Dr. might prescribe?
- DME companies are not part of NMHS.

- Q. Why don't you consider all my monthly bills against my income?
- A. We only consider the total household income and how many are in the household.
- Q. Can I see any physicians I want to see?
- A. Financial Services are limited to the 24 county service area of North Mississippi Health Services.
- Q. Are there any Dentists that are covered under this financial assistance program?
- A. Not Currently
- Q. How long is the program in effect?
- A. The program is in effect for 6 months.
- Q. Which clinics are designated **rural health clinics**?
- A. Pontotoc Medical Clinic, Ecrú Medical Clinic, and New Albany Medical Clinic
- Calhoun Medical Clinic, Kilmichael Medical Clinic, Eupora Family Medical Clinic, Eupora Primary Care Clinic, Eupora Pediatrics
- Hamilton Primary Care Clinic
- Q. Which clinics are operational under **NMMC**?
- A. Advanced Wound Center  
 Electrophysiology  
 Bariatric Clinic  
 Behavioral Health Clinic: Tupelo and Oxford  
 Chest Pain Center  
 Cardiothoracic and Vascular Surgery Clinic  
 Family Medical Residency Clinic  
 Garfield Clinic  
 Hematology/Oncology Clinic: Tupelo and Starkville  
 Maternal Fetal Medicine Clinic  
 North Mississippi Neurosurgery Clinic  
 North Mississippi Pediatrics  
 North Mississippi Regional Pain Consultants  
 Radiation Oncology Clinic  
 Retina Center  
 Vein Center
- Q. Are there other clinics operational under an affiliate hospital, but not designated as rural Health?
- A. Yes, West Point Primary Care Clinic, West Point Children's Clinic, and West Point Internal Medicine Clinic are operational under Clay County Medical Corporation.

