

Financial Assistance

The UNC Health Financial Assistance Program helps relieve the financial burden of medically necessary health care services at participating UNC Health entities. The program is available to **North Carolina residents** with a household income and assets at or below 250% of the Federal Poverty Guideline for your family size.

Family Size	Household Income Limit
1	\$36,450
2	\$49,300
3	\$62,150
4	\$75,000
5	\$87,850
6	\$100,700
7	\$113,550
8	\$126,400
8+	For families/households with more than 8 persons, add \$12,850 for each additional person

Effective 02/02/23

Application

To determine your eligibility for financial assistance, submit a complete financial assistance application and required supporting documents.

A free copy of the application, list of required supporting documents, and/or copy of the Financial Assistance Policy is available:

- At your hospital or clinic registration desk
- Online at <https://www.unhealthcare.org/patients-families-visitors/billing-financial-assistance/financial-assistance/>
- In the My UNC Chart patient portal
- By mail, call the Financial Assistance Unit, toll free at 866-704-5286 or local at 984-974-3425.

Submit the complete application and supporting documents by secure fax at 984-974-6454, securely online through My UNC Chart or mail to Attention: Financial Assistance Unit, 500 Eastowne Drive 2nd Floor; Chapel Hill, NC 27514.

Uninsured Discount

If you are uninsured or do not have access to U.S. medical insurance, you will receive a 40% discount to your bill. You are not required to complete a Financial Assistance application to receive the uninsured discount.

Nondiscrimination

UNC Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

UNC Health and its affiliated Network Entities provide free aids and services to people with disabilities to communicate effectively with us and provide free language services to people whose primary language is not English.

Need help? Financial Navigators are available to meet with you in person at select UNC Health clinic and hospital locations or Financial Assistance Eligibility Specialists at 500 Eastowne Drive 2nd Floor; Chapel Hill, NC 27514. Assistance is also available by phone toll free at 866-704-5286 or local at 984-974-3425.

Financial Assistance Guidelines

Financial Assistance is available for healthcare services and procedures that meet medical necessity criteria. Coverage exclusions include, but are not limited to, cosmetic and elective procedures.

If you qualify for financial assistance, you will see adjustments applied after insurance, federal or state assistance, or other third-party coverage.

Screening for Medicaid, or other coverage programs, is required. Contact your local county department of social services to complete the Medicaid application or complete the eligibility screening by calling 866-704-5286.

Copayments

Patients approved for Financial Assistance will pay copayments for services listed. If you have insurance in addition to Financial Assistance, the Insurance copayment is due instead of the Financial Assistance copayment.

Copayment	Service
\$10	Primary care or specialty visit
\$10	Imaging or lab
\$20	Recurring therapy services
\$35	Urgent Care visits (excludes Pardee)
\$50	Emergency Room
\$75	Outpatient Surgery/Recurring Radiation
\$100	Inpatient Admission

UNC Health limits the amounts billed to Financial Assistance eligible individuals to not more than the amounts generally billed (AGB) to individuals who have insurance coverage for emergency or other medically necessary care.

You may review our complete notice for additional information and entity-specific contact information. To review the complete nondiscrimination notice, please visit <https://www.unhealthcare.org/nondiscrimination-notice>.

***UNC Health reserves the right to amend the policies and procedures set forth on this page at its sole discretion, subject to applicable law. The existence of these policies and procedures does not create any legal right for the benefit of any person.*