

account the patient's insurance coverage, health conditions and financial situation. All Ballad Health hospitals have historically offered this cost estimate service to patients, and we will continue to do so. Any patient wishing to obtain an estimate for an anticipated hospital visit is encouraged to call 423-431-1776 to speak with a representative.

Patients are also advised to check with their insurer for more information about their coverage.

If I don't have health insurance, how much will I have to pay?

That can vary, but Ballad Health has financial assistance and charity programs available for those who qualify, as well as self-pay discounts. Hospitals typically provide charity care for patients whose income is at or below 200% of the federal poverty level, but Ballad Health's charity policy provides charity care to a greater number of patients, extending the threshold to 225% of the federal poverty level. These patients are likely to have their entire charge written off. In addition, individuals whose income is below 450% of the federal poverty level are charged on a sliding fee scale with substantial discounts and payment programs that take into account the patient's ability to pay. Determination of assistance is made after your visit.

Any patient wishing to obtain an estimate for an anticipated hospital visit is encouraged to call 423-431-1776 to speak with a representative. We also have a Ballad Health patient resource guide available at all facilities.

What is Ballad Health doing to help patients estimate and understand the costs of treatment at its hospitals?

Ballad Health offers one-on-one assistance at our hospitals with cost estimates and billing. Our patient resource guide (posted on our website) offers various options for paying your medical bill. We also offer assistance on the phone through our pre-visit coordination department. Any patient wishing to obtain an estimate for an anticipated hospital visit is encouraged