



Rehabilitation Hospital

In Partnership with Select Medical

Plain Language Summary of Financial Assistance Policy

Riverside Rehabilitation Hospital provides financial assistance for medically necessary care to patients who are unable to pay. The following is a summary of financial assistance available at Riverside Rehabilitation Hospital.

Financial Assistance Offered. If you do not have insurance, we provide financial assistance for medically necessary care. Eligible care includes medically necessary services as defined by Medicare (services or items reasonable and necessary for the diagnosis or treatment of illness or injury).

To receive full write off (pay nothing on your bill) or discount, you must meet these guidelines:

1. Scheduled for or have received services at a Riverside Rehabilitation Hospital.
2. Meet one of the following:
 - a. Are a U.S. citizen; or
 - b. Carry a United States Permanent Resident Card (USCIS Form I-551); or
 - c. Live within the Select Hampton Roads service area
3. Have family incomes at or below 300 percent of the Federal Poverty Level. You can see Federal Poverty Level at: <https://aspe.hhs.gov/basic-report/computations-2016-poverty-guidelines>.
4. Meet one of the criteria below:
 - a. Be uninsured and have household income at or below 200% of the Federal Poverty Level to receive a 100% write off; or
 - b. Be insured and have household income at or below 200% of the Federal Poverty Level to receive a 100% write off of patient liability after insurance has paid; or
 - c. Be uninsured with a household income between 200% and 400% of the Federal Poverty Level will receive a 75% write off of eligible billed charges.

Additional Ways to Qualify. If you do not meet the income criteria above, regardless of your insurance status, you will be considered on a case-by-case basis for financial assistance. Contact us to discuss exceptional personal or financial circumstances, or if there are special medical circumstances where treatment can only be provided by Riverside Rehabilitation Hospital medical staff.

What You Will Be Charged. If you receive financial assistance under our Policy, you will not be charged more for medically necessary care than the amount we generally bill patients having Medicare coverage.

How to Obtain Copies of Our Policy and Application. You may obtain a copy of our Full Financial Assistance Policy, Plain Language Summary and Application Form, free of charge in any of the following ways:

1. On the Riverside Rehabilitation Hospital web site at <https://www.riverside-rehabilitation.com/referral-sources/financial-assistance/>
2. In our admissions area at the address below:
 - a. Riverside Rehabilitation Hospital
245 Chesapeake Avenue
Newport News, VA 23607
3. By calling our Central Business Office at (866) 284-0235.

How to Apply and Obtain Assistance. You may apply at any point in the admission or billing process by completing and submitting an application and providing income information. All Financial Assistance Applications, whether completed in person, online, delivered or mailed, will be forwarded to the Central Business Office for evaluation and processing. If you need any help in applying, please contact our admissions department at the facility or call our Central Business Office at (866)284-0235.

Copies of our Financial Assistance Policy, Application Form and this Summary are available in English, Spanish and Vietnamese.