

# FINANCIAL ASSISTANCE SUMMARY

As part of its mission and commitment to the community, Touchstone facilities provide financial assistance to patients who qualify for assistance pursuant to Touchstone's Financial Assistance Policy (FAP).



## ELIGIBILITY REQUIREMENTS:

All patients are eligible to apply for financial assistance including those with insurance. Established discount guidelines are utilized to determine what amount, if any, will qualify for financial assistance.

### Generally,

patients with family income at or below 200% of the Federal Poverty Guidelines (FPG) will receive a 100% discount. Patients with family incomes ranging from greater than 200% up to 500% of FPG, with medical bills equal to or greater than 5% of their yearly income are eligible for a discount of 95%.

When a patient's circumstances do not satisfy the requirements under the established discount guidelines, a patient may still be able to obtain financial assistance. In these situations, Touchstone representatives will review all available information and make a determination on the patient's eligibility for financial assistance.

The patient's situation will be evaluated according to relevant circumstances, such as income, assets or other resources available to the patient or patient's family and the outstanding balance.

Patients living in the counties listed are eligible for financial assistance for medically necessary care: Anderson, Bell, Blanco, Brazos, Burleson, Burnett, Collin, Cooke, Coryell, Dallas, Denton, Ellis, Grayson, Gregg, Grimes, Hays, Henderson, Hood, Hunt, Johnson, Kaufman, Llano, McLennan, Milam, Navarro, Parker, Rockwall, San Saba, Smith, Tarrant, Travis, Van Zandt, Waller, Washington, Williamson, Wood

## How to apply for financial assistance:

Free copies of the FAP and the FAP application can be obtained through any of these sources:



*In person:* **At a facility location**



*Over the phone:* **1.877-275-9077**



*Online:* **[www.touchstoneimaging.com](http://www.touchstoneimaging.com)**



*By mail:*

**Touchstone Medical Imaging  
Attn: Billing/Charity Care  
7520 E. Independence Blvd,  
Ste 200  
Charlotte, NC 28227**

Additionally, Touchstone can initiate an assistance application on behalf of the patient. There is no assurance that the patient will qualify for financial assistance. English, Spanish and certain other language versions of this communication, the FAP and the FAP application are available upon request.

## CHARGES FOR EMERGENCY OR MEDICALLY NECESSARY CARE:

No patient who qualifies for Financial Assistance will be charged more for emergency or other medically necessary care than amounts generally billed to patients having insurance.