

## 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 care. We can only process charity on accounts where services have already been performed. Staff at the site of service 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 one year 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 hospital charges. 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 a collection agency, will they qualify for charity?
- A. Yes, we will review accounts at the collection agencies and if they qualify, accounts will be adjusted for six months retroactively.
- Q. What expenses does financial assistance cover?
- A. Only urgent and emergent services will be covered under financial assistance. NO ELECTIVE procedure is covered. See our uninsured discount policy for elective procedure information.
- Q. Does financial assistance cover lab work, X-rays or other imaging (such as MRI or CT scan)?
- A. Services performed outside of NMHS facilities will not be covered.
- Q. Does the program pay for the medications that the doctor prescribes?
- A. Drugs provided by a retail pharmacy are not covered.

- Q. Does financial assistance cover CPAP and other devices that the doctor prescribes?
- A. 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 individuals are in the household.
- Q. Can I see any physicians I want to see?
- A. Financial services are limited to providers within the 24-county service area of North Mississippi Health Services, that are part of NMHS.
- Q. Are any dentists covered under the financial assistance program?
- A. Not currently
- Q. Which clinics are designated rural health clinics?
- A. Belmont Family Medical Clinic  
Calhoun County Medical Clinic  
Ecru Medical Clinic  
Eupora Family Medical Clinic  
Eupora Pediatric Clinic  
Hamilton (Alabama) Primary Care Center  
Kilmichael Family Medical Clinic  
New Albany Medical Clinic  
Pontotoc Medical Clinic  
West Point Children's Clinic  
West Point Internal Medicine Clinic
- Q. Which clinics are operational under NMMC?
- A. Wound Center & Hyperbarics  
Electrophysiology  
Bariatric Clinic  
Behavioral Health Clinic  
Chest Pain Center  
Cardiothoracic and Vascular Surgery Clinic  
Family Medical Residency Center  
Garfield Clinic  
Hematology Oncology: Tupelo and Starkville  
Maternal Fetal Medicine  
North Mississippi Neurosurgical Services  
North Mississippi Pediatrics  
Radiation Oncology

Retina Center  
Vein Center

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