

A decorative graphic in the top left corner consisting of a cluster of small green dots that form a faint, abstract shape resembling a map of the United States or a similar geographical outline.

**Financial Assistance Policy
Plain Language Summary
Updated April 2026**

Who is Eligible for Financial Assistance?

Emory Healthcare provides financial assistance to eligible patients for emergency and medically necessary care provided by Emory Healthcare’s hospital facilities (including outpatient facilities licensed as part of an Emory Healthcare hospital). Financial assistance eligibility is determined based on the following:

- If you qualify for Medicaid, you will receive a 100% charity care adjustment for Medicaid non-covered charges for eligible health care services.
- If your family income is 200% or less of federal poverty guidelines, you will receive a 100% charity care adjustment for eligible health care services.
- If you are uninsured and your family income is between 201% and 350% of federal poverty guidelines, you will receive 100% financial assistance for eligible health care services.
- If you have very high medical bills, you may qualify for catastrophic care assistance, which limits your responsibility to no more than 20% of your annual income.
- If you are uninsured and your family income is above 350% of federal poverty guidelines, you may be eligible for a 65% discount for charges for eligible health care services.

Eligible health care services are described in Emory Healthcare’s Financial Assistance Policy, available at www.emoryhealthcare.org/patients-visitors/financial-assistance.html.

Amount Generally Billed

A patient who is eligible for financial assistance will not be charged more than the Amount Generally Billed for emergency and medically necessary care. A definition of “Amount Generally Billed,” or “AGB,” along with each Emory hospital facility’s AGB, is available at www.emoryhealthcare.org/patients-visitors/financial-assistance.html.

What is the Application Process?

Emory Healthcare determines financial assistance eligibility by utilizing one of four methods:

- patients who are Medicaid beneficiaries are automatically eligible for 100% financial assistance for Medicaid non-covered charges for eligible health care services;
- patients are screened for financial assistance through an external vendor that uses data gathered from public records to evaluate a patient's estimated family income and family size;
- patients who are not eligible through the external screening process can complete a Financial Assistance Application to apply for financial assistance; and
- patients may be eligible for a catastrophic care adjustment.

If you are not eligible through the external screening process, you can apply by completing a Financial Assistance Application and providing requested documentation to show your family size and family income, such as tax returns, pay stubs, or bank statements.

How Can I Receive a Copy of the Financial Assistance Application?

Emory Healthcare's Financial Assistance Application is available without charge, as follows:

- online at www.emoryhealthcare.org/patients-visitors/financial-assistance.html;
- through Emory Healthcare's Customer Service, at 404-778-7318;
- electronically through your MyChart account; and
- in person at any Emory Healthcare hospital.

You can mail your completed Financial Assistance Application to: Emory Healthcare, P.O. Box 746699, Atlanta, GA 30374-6699.

You can also drop off your completed Financial Assistance Application in-person at any Emory Healthcare hospital.

The Financial Assistance Policy, the Financial Assistance Application and this Plain Language Summary of the Financial Assistance Policy are available in English, Spanish, Vietnamese, Korean, and Chinese on the website and at the offices listed above.

Where Can I Get More Information?

- You can get a free copy of the Financial Assistance Policy, Financial Assistance Application, AGB percentage at each hospital facility, and a list of covered providers at each hospital facility online at www.emoryhealthcare.org/patients-visitors/financial-assistance.html.
- For help or questions, call Emory Healthcare Customer Service at 404-778-7318.
- You can also get free copies of the Financial Assistance Policy, Financial Assistance Application, AGB percentage at each hospital facility, and a list of covered providers at the following locations:

Emory University Hospital
Patient Access Department
1364 Clifton Road NE
Atlanta, GA 30322
404-686-8595

Emory Saint Joseph's Hospital of Atlanta
Patient Access Department
5665 Peachtree Dunwoody Rd NE
Atlanta, GA 30342
678-843-5261

Emory University Orthopaedics and Spine
Hospital
Patient Access Department
1455 Montreal Road East
Tucker, GA 30084
404-251-3299

Emory Johns Creek Hospital
Patient Access Department
6325 Hospital Parkway
Johns Creek, GA 30097
678-474-7099

Emory Rehabilitation Hospital
Patient Access Department
1441 Clifton Road, NE
Atlanta, GA 30322
404-686-8569

The Emory Clinic
Patient Access Department
1365 Clifton Road
Atlanta GA 30322
404-778-7318

Emory University Hospital Midtown
Patient Access Department
550 Peachtree Street, NE
Atlanta, GA 30308
404-686-8947

Emory Specialty Associates
Patient Access Department
1365 Clifton Road
Atlanta GA 30322
404-778-7318

Emory Decatur Hospital
Patient Access Department
2701 N Decatur Rd
Decatur, Ga 30033
404-501-5519

Emory Hillandale Hospital
Patient Access Department
5900 Hillandale Drive
Lithonia, Ga 30058
404-501-5519

Emory Long Term Acute Care
Patient Access Department
450 N Candler St
Decatur, Ga 30030
404-501-5519

Emory Hospital Warner Robins
1601 Watson Boulevard
Warner Robins, Georgia 31093
478-922-4281

Emory Hospital Perry
1120 Morningside Drive
Perry, Georgia 31069
478-987-3600