

FAQ – Wellstar Health System Financial Assistance/Charity Program

Frequently Asked Questions

<p>Who can apply for Wellstar's FAP?</p>	<p>Wellstar's Financial Assistance Program (FAP) is available to both insured and uninsured individuals.</p>
<p>What medical services are covered under the Wellstar FAP?</p>	<p>Wellstar's FAP exclusively covers hospital-based charges on a patient's bill. It does not cover services at a doctor's office or other locations that bill for professional services.</p>
<p>How can I qualify?</p>	<p>To determine eligibility, Wellstar's FAP considers factors like household income and family size, which provide a basis for evaluating a patient's ability to pay. A diagnosis alone will not qualify a patient for FAP.</p>
<p>When can I apply?</p>	<p>Applications can be submitted before or after treatment at a Wellstar facility.</p> <p>Regardless of when patients apply, they can continue to schedule visits and share their insurance details or notify Patient Access Services (PAS) that they are self-paying. The PAS team can then provide upfront financial estimates and payment options. Once the patient applies for financial assistance and submits all required documents, the case will be reviewed for approval or denial, and the patient will receive a decision letter.</p> <p>Approvals last for one year, covering six months before and six months after the visit. If denied, patients will follow the standard billing and payment process.</p>
<p>How long should I wait for a decision?</p>	<p>It may take up to 30 days to process an FAP application after we receive all documents. FAP applications are reviewed in the order received.</p>
<p>How can I apply for financial assistance?</p>	<p>The quickest way to apply is by completing the application and uploading financial documents online within MyChart. MyChart allows patients to manage their healthcare by viewing healthcare documents, paying bills, scheduling doctor visits and checking test results.</p> <p>Applications and FAP information can also be found online at wellstar.org/financialassistance.</p> <p>Patients may send completed FAP applications and financial documents using the below methods:</p> <ul style="list-style-type: none"> ▪ Fax: (770) 792-1737 ▪ Email: financialassistanceapplications@wellstar.org ▪ Mail to: Financial Assistance Program P.O. Box 748733 Atlanta, GA 30374
<p>Who can I call for questions about my application?</p>	<p>Contact our FAP Call Center at (470) 245-9998. Please select the financial assistance option.</p>



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