



## FINANCIAL ASSISTANCE PROGRAM

As we continue to ensure patient, visitor, and employee safety, concerning the outbreak of the Coronavirus (COVID-19), Patient Financial Counselors are calling patients who have scheduled Financial Counseling appointments. During the call, the counselor will determine if the patient meets criteria for automated charity or if a manual assessment is required.

### How to Apply for the Financial Assistance Program:

- Patients may access Grady's website at <https://www.gradyhealth.org/billing-insurance/> to learn more about how to apply for financial assistance.
- Download the application from the following link: <https://www.gradyhealth.org/fap/application>
- Complete and sign the Financial Assistance Program Application and provide proof documents, such as, proof of residency, proof of income and proof of dependent children.
- The patient may choose one of the following options to submit the completed application and proof documents:
  - By Email: [fapappdocFNC@gmh.edu](mailto:fapappdocFNC@gmh.edu)
  - By Fax: (404) 489-6864
  - By Mail:  
Grady Memorial Hospital  
80 Jesse Hill Jr. Drive SE  
PO Box 26071  
Atlanta, Georgia 30303  
*Attn: Financial Assistance Program*

### Mail-In Packets

- Patients may request a Financial Assistance Program mail-in packet by calling (404) 616-6920, and pressing option 1, to speak with a Patient Financial Counselor, Monday through Friday, from 7 a.m. – 3:30 p.m.
- Upon receiving the completed application and supporting documents, a member of the Patient Financial Counseling staff will contact the patient with an update within 24 hours.

### Walk-Ins

- Although walk-ins are not encouraged during this time, patients who present will be given an application to complete and supporting documents will be photocopied. Thereafter, the Patient Financial Counselor will call the patient within 24 hours with an update.
- Please call (404) 616-6920, and select option 1, if you would like to speak with a Patient Financial Counselor.