

Content of video 1 Financial Assistance in English. Video was originally created in Spanish. Women's Health Education Center, NC Women's Hospital. October 2020.

UNC Financial Assistance in Spanish,

Purpose of Video 1:

To provide initial information related to UNC Health's Financial Assistance Program, (also known as "Charity Care") and to NC Medicaid Health program. Focus are Spanish speaking pregnant patients who may not comply with all Medicaid requirements. Video 1 (Voice over Power Point Presentation)

#### Slide 1-

Steps to applying for UNC Financial Assistance and Medicaid for pregnant patients (in Spanish)

**Slide 2** – Hello! In this presentation, we will focus on pregnant patients.

We will first talk about the UNC financial assistance, also known as 'Charity Care', which may be requested by patients of UNC with very low income.

**Slide 3** - What does UNC Financial Assistance cover during pregnancy?

UNC Financial Assistance covers most of the medical expenses of a pregnant patient, like medical expenses for prenatal care, lab tests and ultrasound.

The patient will need to make a payment every time she receives service. For example, a prenatal visit will have a copay of \$10 at each visit.

**Note to provider:** *Charity care copayments, PolicyStat ID: 8153794, effective 6/2020*

**Slide 4-** Requirements to apply for UNC Financial Assistance

1. To have a UNC patient number. If you have had a medical appointment with any UNC provider, you already are a patient and have a patient ID number. If you do not have one, call 984-974-0200.
2. Reside in North Carolina, you will have to provide bills showing your NC address, like electricity, gas or other bills with your name and address.
3. Low household income.

Important: Apply to Medicaid prior to requesting UNC Financial Assistance.

**Note to provider:** *Policy states "The patient's household income is at or below 250% of the Federal Poverty Guidelines", based on feedback received this percentage maybe confusing for some patients and therefore the video only refers to having a low household income. PolicyStat ID: 8697900, effective 10/2020.*

**Slide 5** - What is Medicaid? Medicaid is a federal and state program that covers medical expenses of low-income families, of children born in US, pregnant patients, the elderly, and people with disabilities.

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Medicaid requires documentation about applicant's immigration status or citizenship. However, for pregnant women, Medicaid has other options.

#### Slide 6 - Other options with Medicaid

For pregnant women who may not qualify for Medicaid, they could still apply for Presumptive Medicaid that will cover their prenatal medical expenses (excludes Hospitalization) but only for up to 2 months from the day the request is submitted by the local Health Department or Health Care Center.

Another option is 'Emergency' Medicaid that a patient may apply right after having her baby or soon after that, to cover the costs of birth. These 2 kind of Medicaid do not require immigration status documents.

For more information call Medicaid 888-245-0179 and follow instructions to receive information in Spanish and if needed, request for an interpreter. You may also call our UNC Financial Service at 984-215-6528.

#### Slide 7 – Remember: Before you solicit UNC Financial Assistance, apply for NC Medicaid.

Before you apply for UNC Financial Assistance you would need to complete a Medicaid application, these are two different applications.

If you are not eligible for Medicaid, you will be notified in writing and you could submit that letter to UNC Financial Assistance. Save the letter from Medicaid with your personal documents.

**Note to provider:** Policy states “Patients may only receive Charity Care after all other financial resources available to the patient have been exhausted AND the patient is without sufficient income to cover out-of-pocket expenses as defined by UNCHCS. Other financial resources include, but are not limited to, private health insurance, CHIP, agency funding, Medicare and/or Medicaid.” PolicyStat ID: 8697900, effective 10/2020.

**Slide 8 -** If your Medicaid application is approved....It is possible that you may not need to apply for UNC Financial Assistance because Medicaid would cover the cost of UNC prenatal care, including lab tests and ultrasound. However, depending on the type of program you are approved for, you may still be eligible for UNC Financial Assistance. Please consult with a UNC Financial Counselor.

If Medicaid approves your application, you would not have to make payments every time you receive medical services, Medicaid covers these.

**Slide 9 -** Where to apply for MEDICAID. You may request an application form at your local NC Department of Health and Human Services (DHSS) of your County. This link provides locations [www.ncdhhs.gov/divisions/social-services/local-dss-directory](http://www.ncdhhs.gov/divisions/social-services/local-dss-directory)

You may call Medicaid at 1-888-245-0179

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Another way to find a Medicaid application in Spanish is in their Website, visit <https://medicaid.ncdhhs.gov/> so you can print it

**Slide 10** - Showing Medicaid webpage where application can be found: <https://medicaid.ncdhhs.gov>

**Slide 11** - Continue from page 10. Showing Medicaid webpage where application can be found: <https://medicaid.ncdhhs.gov>

**Slide 12** - Showing Medicaid form in Spanish

**Slide 13** - Continue from page 12. Showing Medicaid form in Spanish

**Slide 14** - Applying for Medicaid online:

One can also complete the Medicaid application online at <https://medicaid.ncdhhs.gov/>

The online form is in English but another person may help you to complete that application.

A financial counselor from the NC Department of Health and Human Services of your County may assist you with this form.

The application may be submitted via Internet, even if you do not have all required documents

**Slide 15** - Where to find help if I have questions?

If you have more questions about financial assistance, you may call the UNC OBGYN Financial Navigators at 984-215-6528 during office hours and request an interpreter, if needed. (Revised)

You may also receive (or ask for) the phone number and website information at your next UNC medical visit.

**Slide 16** - We say goodbye for now...

If you plan to have your baby at the NC Women's Hospital of Chapel Hill, we offer a complimentary Maternity Tour in Spanish; this tour will provide you with current Hospital information for your delivery day. Please call us at 984-974-8882 or via email [Stork@unchealth.unc.edu](mailto:Stork@unchealth.unc.edu) to set a time for you. Our personnel speaks Spanish.

Warm regards!

Women's Health Education Center

Picture of WHEC staff and volunteers

[NCHealthyWoman.org](http://NCHealthyWoman.org)