

Financial Assistance Information
Plain Language Summary

Terrebonne General Health System provides financial assistance for:

- Emergency and medically necessary care,
- To patients who are residents of Louisiana,
- And who are unable to pay.

Financial assistance applies to your portion of the bill only, for example, your deductible or co-payment.

How to Contact:

Copies of our Financial Assistance Policy (FAP), Application Form, translations of these documents, and general assistance are available:

- On our website: <https://www.tghealthsystem.com/patients-visitors/patient-information/financial-assistance/>
- By calling the Patient Responsibility Department's Financial Counselor at (985) 873-3799 or (985) 873-4668
- Copies of these documents can be mailed free of charge
- If information or assistance with the FAP application process is needed, please contact a Financial Counselor at (985) 873-3799 or (985) 873-4668 or visit a Financial Counselor located in the Patient Access area of the hospital.
- At any of our hospital's admission (Patient Access), emergency department, and financial services areas.

How to Apply:

Please complete the Financial Assistance Application completely and provide all required documentation and submit to the following either by mail or in person to: Terrebonne General Health System, Department: Patient Responsibility, Attention: Jennifer Dufrene or Leslie Valure, Financial Counselor, 8166 Main Street, Houma, LA 70360.

Eligibility

Financial assistance is based on your family income and the current Federal Poverty Level. The current Federal Poverty Level can be found at <https://aspe.hhs.gov/poverty-guidelines>.

Financial Assistance is offered as follows:

- If your family income is 150% or less of the Federal Poverty Level, you may receive a 100% discount.
- If your family income is more than 150% but less than 300% of the Federal Poverty Level, you may be eligible to receive discounted rates based on a sliding scale (Sliding scale detailed can be found in the Financial Assistance Policy under Attachment A).
- If your family income is more than 300% of the Federal Poverty Level, you may be eligible to receive discounted rates based on a case-by-case basis based on your specific circumstances, such as catastrophic illness or medical indigence, at the discretion of Terrebonne General.

Patient Billing Rights

Patients who receive financial assistance may not be charged more for the same services generally billed to insured patients.