

## Medical Financial Assistance

Age Requirements

No Age Requirement

Available 24/7

No

Family

No

Intake Process

Call, visit the website; complete financial assistance application.

Report Problems

Call the Agency

Self Refer

Yes

Retreat Doctors' Hospital

<https://www.hcavirginia.com/locations/retreat-doctors-hospital>

<https://www.hcavirginia.com/patient-resources/patient-financial-resources/finan...>

<https://www.facebook.com/hcavahealthsystem/>

Main

(804) 267-3900

Toll-Free

(800) 799-6478

TTY/TTD

(804) 254-9820

2621 Grove Avenue

23220 VA

United States

Fee Structure

No Fee

Languages Spoken

English

HCA hospitals, including Retreat Hospital, provide financial counseling to help patients gain access to government sources of medical assistance, including

Medicaid, CHIP (Children's Health Insurance Program), and other state and local programs.

The charity care policy applies to uninsured patients who come to our facilities for medical treatment. This policy provides financial relief to patients who qualify based on a comparison of their financial resources and/or income to Federal Poverty Guidelines. Specifically, for non-elective care, patients whose household financial resources and/or income is at or below 200 percent of the Federal Poverty Level receive free care.

To qualify for charity care, uninsured patients will be asked to complete a simple form (English version and Spanish version) and to provide income and resource verification information. There is also an uninsured discount program designed for uninsured patients who do not qualify for Medicaid, charity care, or any other discount program. Translation services are available.

Information regarding the policy is available in the emergency department at the Main Campus. If you have questions regarding our policy or how to apply, please call 1-800-799-6478 or HCA Billing at (804) 267-3900

Service Area(s)

Chesterfield County

,

Goochland County

,

Hanover County

,

Henrico County

,

Powhatan County

,

Richmond City