



Financial Assistance / Charity Programs

The Roper St. Francis Financial Assistance Program

Roper St. Francis is dedicated to healing all people with compassion, faith, and excellence. The RSF Financial Assistance Program is also dedicated to assisting our patients who are facing financial hardships. We strive for service excellence and are committed to treating our patients with dignity and respect.

The Financial Assistance Program is designed to ensure support is provided to patients demonstrating a financial need and is in compliance with any required Federal or State regulations related to financial assistance. Approval is based on your completed and signed application, along with the required proof of income that meets Roper St. Francis' current guidelines. The financial information provided to RSF is strictly confidential.

Depending on your circumstances, you may be directed to other Federal, State, and/or Local Government Programs that may best benefit your needs with your medical expenses.

Roper St. Francis offers three Financial Assistance Programs for our patients:

1. Automatic Uninsured Discount
2. Financial Assistance
3. Medical Indigency

Automatic Uninsured Discount

Uninsured patients will receive a 35% discount off of gross charges on all medically necessary services. This is applied automatically and no action is required by the patient to receive this discount. This discount is available to all uninsured patients. Patients are also eligible for an additional 10% discount if they pay the balance in full upon request.

Financial Assistance

The Financial Assistance Program is for uninsured or underinsured patients. Inpatient uninsured patients will be reviewed by a Financial Counselor who will attempt to qualify the patient for a funding program (such as Medicaid, COBRA, etc.). If the patient is not eligible for another funding program and provides all of the necessary documentation, their account will be evaluated for Financial Assistance. To be eligible for the Financial Assistance Program for a hospital service, patients with an income equal to or below 299% of the federal poverty level (FPL) and who do not have significant assets, will receive a 100% discount. Patients with an FPL of 300%-399% will receive a 90% discount. For RSF Physician Partner services, patients are eligible for a 100% discount if their FPL is equal to or below 200%. Physician practice patients with a FPL of 201% - 400% will receive a Financial Assistance discount based upon a sliding scale.

Patients interested in applying for Financial Assistance can download the application at www.rsfh.com. Go to "Patients and Visitors", then select "Billing and Financial Assistance" or contact our Customer Service Department at (843) 402-5200 or (888) 888-7010 to obtain a copy at no cost. Applications for Financial Assistance are also available in Spanish.

Patients may also meet presumptive eligibility criteria without completing a financial assistance application based upon eligibility in county and state programs, homelessness, religious affiliation, or based upon a third party scoring mechanism that provides a patient financial profile. Hospital patients may be eligible for a 100% discount if their estimated FPL is 350% or below. Physician patients may be eligible for a discount if their estimated FPL is 200% or below.

Medical Indigency

This program is designed to assist patients who have had a catastrophic medical event that has resulted in a very large bill in comparison to their financial resources. Uninsured or underinsured patients who have incurred a balance after all insurance or third party payments that is greater than 20% of their total household financial resources may be eligible for a Medical Indigency discount. Patients seeking a Medical Indigency adjustment can download a “Financial Assistance and Medical Indigency” application at www.rsfh.com or contact our Customer Service Department at (843) 402-5200 or (888) 888-7010.

For more information on the Roper St. Francis Financial Assistance Program, please call us at (843) 402-5200 or (888) 888-7010, Monday through Friday, from 9 a.m. – 5 p. m., EST, and a Customer Service Representative will be happy to assist you. Financial assistance applications can be obtained from any registration location at all of our facilities, in addition to our Customer Service Office located at Bon Secours St Francis Hospital at 2095 Henry Tecklenburg Drive, Charleston, SC 29407. Patients approved for financial assistance under the Roper St Francis Financial Assistance Policy will be billed no more than the amount generally billed (AGB) to Medicare and our Private Health Insurers. Questions regarding our AGB calculation can be referred to our Customer Service Department at (843) 402-5200 or (888) 888-7010.

Additional information available on our website at www.rsfh.com includes:

- Current Federal Poverty Guidelines
- Required financial information
- Additional Information for Federal, State, and Local Programs