



NEED HELP PAYING YOUR MEDICAL BILL?

Crippled Children's Hospital, also known as Children's Hospital of Richmond at VCU –Brook Road Campus ("Hospital") provides charity care in the form of financial assistance to those patients and their families who qualify for the Hospital's Financial Assistance Program.

We understand that circumstances arise that prevent the payment of a medical bill and in such situations, we must rely on our patients and their families to keep us informed. We will do whatever we can to help patients and families who demonstrate a willingness to pay for their medical care.

The Hospital uses VCU Health Financial Counseling Services to determine eligibility and discounted rates are available to qualifying patients whose family income is less than 200% of the current Federal Poverty Level (example: in 2018, for family of 4 the poverty level is \$20,780).

Financial assistance is based on household income, number of dependents, and assets. To determine eligibility, the patient/guarantor must complete a financial form and provide supporting documentation including but not limited to recent pay stubs, employment verification, W-2 forms, tax returns, and bank statements.

To access financial assistance application forms or to speak with a financial counselor you can contact VCU Health Financial Counseling at:

Link to website: <https://www.vcuhealth.org/vcu-medical-center/billing-and-insurance/financial-assistance/financial-assistance-vcu-med-ctr>

Phone Number: 804-828-0966
800-762-6161 (toll free number)

Mailing Address: VCU Health Financial Counseling
Box 980138
Richmond, VA 23286-0441

Please note that until you have been approved to receive financial assistance, you are responsible for any balances due on medical bills.

If you would like to view the Hospital's full policy on Patient Financial Assistance, contact Children's Hospital of Richmond at VCU –Brook Road Campus at (804) 321-7474 and ask for Patient Accounts, to request a free copy be sent to you by mail.