

Vanderbilt Clarksville Hospital Patient Billing

Financial assistance eligibility

We are committed to giving our patients the highest level of care, regardless of their ability to pay.

Please tell us if you cannot pay your bill in full. We can help. Our financial counselors can help you fill out applications for various community and government-sponsored programs for financial assistance, as well as describe our financial assistance policy and payment plan options.

Patients who have little or no medical insurance and receive treatment at Vanderbilt Clarksville Hospital (VCH) may be eligible for financial assistance under our financial assistance policy. Financial hardship is evaluated on a case-by-case basis. Cosmetic, experimental, services provided for the convenience of the patient, and other elective services may not be eligible for financial assistance.

Application process

Financial assistance applications are available:

- Online at: [Vanderbilthealth.com/information/Clarksville-finance](https://vanderbilthealth.com/information/Clarksville-finance)
- Or by calling or visiting customer service (see our address and phone numbers under more information)
- Or by submitting a request by mail to: Vanderbilt Clarksville Hospital
Attn: Financial Counselor
651 Dunlop Lane
Clarksville, TN 37040

To apply for financial assistance, a formal application is required. There is a standard set of questions you will need to answer for us to find out if you are eligible for financial assistance. The amount of financial assistance is based on income and family size compared to the Federal Poverty Guidelines, using a sliding scale. We typically can give you a decision about financial assistance within 30 days after we get your application.

Qualification

Qualification for financial assistance is based on adjusted gross income of the patient (or patient's household if filing taxes jointly) or the current year or prior year compared to Federal Poverty Guidelines.

For emergency or other medically necessary care, an eligible individual may not be charged more than amounts generally billed to individuals with insurance. Discounts are provided as shown on the Charity Guidelines for services provided at Vanderbilt Clarksville Hospital. Please see Appendix B to the Financial Assistance Policy for applicable charity guidelines. We encourage you to apply for financial assistance if you are unable to pay all or part of your bill.

More information

If you want to speak with a Financial Counselor or the Patient Access Director who can help with the application or payment plan process, please visit Customer Service in the hospital.

Vanderbilt Clarksville Hospital

651 Dunlop Lane
Clarksville, TN 37040

Hours: Monday through Friday 8:00 a.m. to 5:00 p.m.

Phone: (931) 502-1965 or (931) 502-1964

The Financial Assistance Policy and Financial Assistance Application are available in English and Spanish at: VanderbiltHealth.com/Information/FinancialAssistance