

1. Bon Secours “Care-a-Van” Mobile Health Services:

<https://bonsecours.com/richmond/community-commitment/community-development/care-a-van>

Free medical service for uninsured.

First come, first serve.

No registration required -will register upon arrival so must get there early!

Bring all medications, ID / green card, and immunization record

Medical Van is at different locations every day.

Must look up location schedule on webpage (click link above) on right hand side to see where van will be on any given day.

Operation schedule:

M-F 8:30 am -until full

Sat. 9:30 am -until full

Sun. no availability

*NOTE: if emergency is one they cannot treat, they will call an ambulance and the patient will be taken to a hospital ER

*Ambulance / ER / hospital expenses will NOT be covered by “Care-a-Van” free service.

*Cost of prescriptions are NOT covered.

2. Bon Secours Financial Assistance (Bon Secours Care Card):

<https://bonsecours.com/richmond/patients-and-visitors/financial-assistance>

provides financial assistance for both the insured and uninsured patient who receives emergency or other medically necessary care from any of our hospital facilities (see all 4 locations below).

All emergency medically necessary services are covered under the FAP (Financial Assistance Program), including outpatient services, inpatient care, and emergency room services.

Financial counselor contact numbers at all Bon Secours locations:

- Memorial Regional Medical Center - [804-764-6829](tel:8047646829)
- Richmond Community Hospital - [804-225-1721](tel:8042251721)
- St. Francis Medical Center - [804-594-7970](tel:8045947970)
- St. Mary's Hospital - [804-281-8365](tel:8042818365)

An FAP eligible individual or an uninsured individual that does not qualify for financial assistance will not be charged more than the amounts generally billed (AGB) for emergency or other medically necessary care to patients who have insurance for such care.

*NOTE: amount generally billed to patient (AGB) will be 25% of all costs. -this could still be very expensive for ER / hospital stay.

*Prescription drugs are NOT covered by the financial assistance program.

Charges from doctors and specialists who are not employed by BSHSI and who provide services in the hospital may not honor the BSHSI financial assistance program. You should discuss with your doctor or view our list of participating providers to determine if your doctor participates in the BSHSI financial assistance program.

*So if there is an emergency, and they happen to be treated by a doctor not affiliated with the financial assistance program, then they could get charged that doctor's full bill.

*For emergency care, patients might not be able to make choice of doctor.

List of doctors that participate in this program:

[https://bonsecours.com/richmond/find-a-provider/providers#sort=%40fz95xsortz32xname60763%20ascending&f:checkbox-bsmg=\[1\]&f:provider-type-facet=\[Physician\]](https://bonsecours.com/richmond/find-a-provider/providers#sort=%40fz95xsortz32xname60763%20ascending&f:checkbox-bsmg=[1]&f:provider-type-facet=[Physician])

The following links are the full explanation of services in Arabic (also in other languages):

-Financial Assistance Plain Page Summary (summary of services):

<https://bonsecours.com/library/patients-and-visitors/corporate/financial-assistance/fa-summary/update--20170928/arabic-fapsummary04012016-edit-917-hchk.pdf?la=en>

-Financial Assistance Policy:

<https://bonsecours.com/library/patients-and-visitors/corporate/financial-assistance/fa-policies/revised-policies-2017/arabic-7-17--financial-assistance-501r-compliance-policy-072017.pdf?la=en>

-Billing and Collections Policy:

<https://bonsecours.com/library/patients-and-visitors/corporate/financial-assistance/fa-billing-and-collection-policies/revised-billing-and-collections-policies-2017/billing-and-collections-0717-arabic-hchk.pdf?la=en>

-Financial Assistance Applications (downloadable in Arabic and other languages):

<https://bonsecours.com/richmond/patients-and-visitors/financial-assistance/financial-assistance-applications>

3. Cross Over Healthcare Ministry

<https://www.crossoverministry.org/>

Free clinic, offers a full array of medical services at their location, including primary care, dental, vision, HIV diagnosis and treatment, and specialty care.

Is the only free clinic in the Richmond area with a licensed on-site pharmacy.

*NOTE: in emergency, ambulance will be called and patient will be sent to ER.

*Cross Over does NOT cover ambulance / ER / hospital bills, but it does offer a bill counselling service. Sometimes they can get hospital bills brought down or written off. -But there is no guarantee for this.

-New patients must register BEFORE any medical treatment can be given.

-They can ONLY register on the first Tuesday of every month.

-Must be at the location at around 7:45am, opens at 8am.

-They select new patients through a Lottery system, NOT first come first serve. They will be given a number, and if their number is called that day, then they will be able to register.

-It is possible that not all new patients will be accepted in a given month. They can only accept a certain number of people at a time. Since Medicaid expansion, however, they have not had to turn away too many people.

Once registered:

-New patients will be given an appointment to come back for financial screening (might take a week or two).

-Then they will be given another appointment to come back for a primary care visit with a doctor.

-New patients MUST go through initial registration, financial screening, and primary doctor visit BEFORE they will be treated.

-Primary doctor visit will be for the whole family on the same day.

In order to register, new patients must have:

Completed application (separate one for each family member)

2 months of pay stubs (most recent ones)

Photo ID / green card

Patients must bring medication they are taking with them to registration.

Location and pharmacy hours:

<https://www.crossoverministry.org/clinics/>

*NOTE: no services available on Sat. or Sun.

*Must call ahead of time to make an appointment.

4. VCU / MCV Financial Assistance (Indigent Care):

Provide financial assistance to patients based on their income, assets and needs. May be able to help get free or low-cost health insurance, or work with you to arrange a manageable payment plan.

State-Sponsored Indigent Care Program:

Provides free care to patients with income below the Federal Poverty Level and a slide scale discount for patients with incomes less than 200% of the Federal Poverty Level.

*Woman on the phone stated that if family makes less than \$32,000 then they will qualify.

*Depending on financial tier that family falls in, they might get 100% coverage, or only 80%, etc.

*Could still have a lot of out of pocket expenses -depending.

To apply, need to bring:

Application form:

<https://www.vcuhealth.org/media/file/VCUHealth-FinancialCounseling-0118.pdf>

Green card

Paycheck receipts (last three pay stubs)

Social security income verification

Current bank statement (woman on phone stated that if they don't have a bank account, that is ok)

Financial Counseling tel:

804 828 0966

M-F 9am-4pm

To go in person to register:

In main hospital downtown, go to "outpatient registration"

M-F 7am-3pm

Sat. 9am-2pm in the "pharmacy"