

Financial Assistance

1. After logging into your MyChart account open the **Menu**.
2. Scroll down to **Billing** and select **Financial Assistance**.

Personal Information

Read instructions, then select whose bills you need assistance paying and Select **Next**.

Financial Assistance

A financial counselor will contact you within 30 days of submission. If you have questions regarding your request, please contact customer service at 470-245-9998

Personal Info

Income

Assets

Documents

Review

You can upload documents such as proof of income as part of this request. **The financial assistance application should be uploaded on the "Upload" section of the request.** If you don't have all your documents ready, you will be able to submit the request and upload the documents later. If you leave the Financial Assistance section of MyChart before submitting the request, information entered will not be saved. If your application is approved, please reference your approval letter for details on your financial assistance. The financial assistance policy and application can be found [here](#).

Whose bills do you need assistance paying?

You can request assistance for any bills you are financially responsible for.

Patient selected

Next
Cancel

Income

Enter requested and Required information. (Red * means it is required). Select **Next** to continue.

Wellstar MyChart
MyChart by EPO [Log out](#)

Menu
Visits
Messages
Test Results
Medications
Credit

Financial Assistance

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Personal Info

Income

Assets

Documents

Review

* Indicates a required field

* **How large is your household?**

Include all the people who are in your household and for whom you are financially responsible. This may include yourself, your spouse, your children, or other people you typically claim as a dependent on your taxes.

-
1
+

Your household's income

Include any income earned by any member of your household, not just yourself or the patients whose bills you're requesting assistance for. Enter each income as the pre-tax dollar amount.

Source of income

Select income...

How often are you paid?

Hourly Weekly Biweekly Monthly Annually

Income amount (in USD)

Add income

Proof of income documents

Add any proof of income documents for yourself and others in your household. A financial counselor will review these documents as part of your request.

You can attach up to 99 files. The allowed file types are JPEG, JPG, PDF. The maximum file size is 4 MB for images and documents.

Add a document

Document type: Income Verification

Next
Back
Cancel

Related Links

Contact billing customer service



Household Assets

Include any assets your household has and select **Next**

The screenshot shows the 'Household Assets' step in the Financial Assistance process. At the top, a progress bar indicates the current step is 'Assets', with previous steps being 'Personal Info', 'Income', and 'Documents', and the next step being 'Review'. The main content area is titled 'Your household's assets' and includes a form with a dropdown menu for 'Type of asset' (currently showing 'Select asset...') and a text input for 'Value of asset (in USD)'. An 'Add asset' button is located to the right of the form. Below the form, there is a section for 'Proof of asset documents' with an 'Add a document' button and a note that the document type is 'Income Verification'. At the bottom of the page, there are 'Next', 'Back', and 'Cancel' buttons. A 'Related Links' sidebar on the right contains a link to 'Contact billing customer service'.



Consent Documents

Review and sign the following consent documents and select **Next**

The screenshot shows the 'Consent Documents' step in the Financial Assistance process. The progress bar at the top shows 'Documents' as the current step, with 'Assets' as the previous step and 'Review' as the next. The main content area is titled 'Consent documents' and contains a card for 'Financial Assistance Application' with a status of 'Not Signed Yet' and a 'Review and Sign' button. Below this, there is a section for 'Other documents' with an 'Add a document' button and a note that the document type is 'Financial Assistance Application'. At the bottom, there are 'Next', 'Back', and 'Cancel' buttons. The 'Related Links' sidebar on the right remains the same as in the previous screenshot.

Review and Submit

Review request and select **Submit**.

The screenshot shows the 'Financial Assistance' review page in Wellstar MyChart. At the top, there's a navigation bar with 'Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. The main content area has a progress bar with steps: Personal Info, Income, Assets, Documents, and Review (current). Below the progress bar, it asks 'Does this look right?' and shows a 'Financial Request Summary' for 'Credit Card Sbotest', requested on 2/14/2023. The summary includes 'Request Details' (People in household: 1) and a table for 'Income' and 'Assets', both marked as 'Not entered'. There's a text area for 'Anything else we should know?' and buttons for 'Submit', 'Back', and 'Cancel'. A 'Related Links' sidebar on the right contains 'Contact billing customer service'.

Submission Verification

Verification that the application is submitted.

The screenshot shows the 'Financial Assistance' submission verification page. The main content area features a green checkmark and the message: 'Your application has been submitted. One of our financial counselors will contact you within 30 days if we need any additional information. You may print this page for your records.' Below this is the same 'Financial Request Summary' as in the previous screenshot, but with a 'Case #242186' associated with the user. A 'Back to Billing Summary' button is located at the bottom center. The 'Related Links' sidebar on the right remains the same.

View Financial Assistance application progress

1. Open **Menu** – Scroll down to **Billing** – Select **Billing Summary**
2. Select **Manage Financial Assistance**

Wellstar MyChart | MyChart by Epic | Log out | Credit

Menu | Visits | Messages | Test Results | Medications

Billing Summary

Click [here](#) for detailed account information. Not available in mobile app, please use browser.

WellStar Service Area
 Guarantor #3066269 (Credit Card Sbotest)
 Patients included: You

Amount Due: **\$0.00**
 Your balance: \$458.98

Auto Pay \$38.25
 Scheduled for 2/26/2023
[Manage payment plan](#)

[Pay now](#)

Last paid: \$0.05 on 12/23/2022
 1 scheduled payment

- [View balance details](#)
- [Manage financial assistance](#)
- [View last statement \(12/21/2022\)](#)
- [Contact billing customer service](#)

If you would like to receive paper statements, you may [cancel paperless billing](#).

[Back to the home page](#)

What is a guarantor?

The guarantor is the person or entity responsible for paying the balance of an account.

What if I can't pay all at once?

If you can't pay your whole bill at once, you may be able to set up a payment plan. This lets you automatically pay a small amount each month.

What if I can't pay at all?

You might be eligible for financial assistance. Start the process by applying online, and we'll work with you to determine a payment arrangement or offer financial assistance based on your financial situation.

Paperless Billing

Accounts with this icon are signed up for paperless billing.

View financial assistance applications in progress. Include additional information if necessary to application.

Wellstar MyChart | MyChart by Epic | Log out | Credit

Menu | Visits | Messages | Test Results | Medications

Financial Assistance

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WellStar Service Area
 Case #242166 | Submitted on 2/14/2023 | Guarantor Account #3066269

Your request has been submitted and will be reviewed by our staff to match you with eligible programs. You will be notified of the final decision.

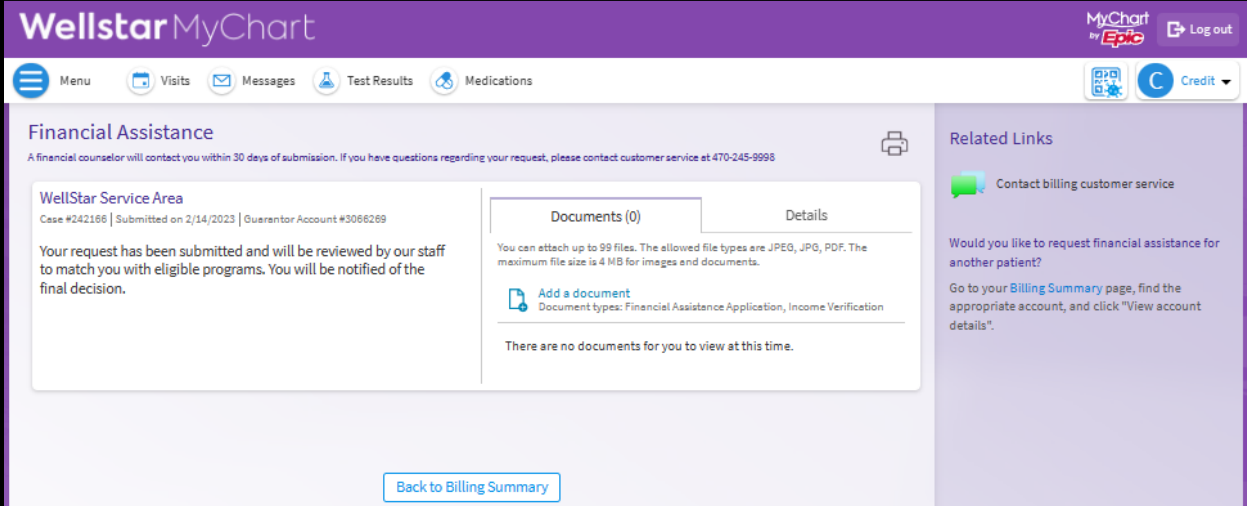
| Documents (0) | Details |
|------------------------|-------------|
| Request Details | |
| People in household: 1 | |
| Patients: Credit | |
| Income | Not entered |
| Assets | Not entered |

[Back to Billing Summary](#)

Related Links

[Contact billing customer service](#)

Would you like to request financial assistance for another patient?
 Go to your [Billing Summary](#) page, find the appropriate account, and click "View account details".



The screenshot shows the 'Financial Assistance' page in the Wellstar MyChart portal. The page header includes the Wellstar MyChart logo, a 'Log out' button, and navigation icons for Menu, Visits, Messages, Test Results, and Medications. A 'Credit' dropdown menu is also visible. The main content area is titled 'Financial Assistance' and includes a sub-header: 'A financial counselor will contact you within 30 days of submission. If you have questions regarding your request, please contact customer service at 470-245-9998'. Below this, there is a 'WellStar Service Area' section with case details (Case #242166, Submitted on 2/14/2023, Guarantor Account #3066269) and a message: 'Your request has been submitted and will be reviewed by our staff to match you with eligible programs. You will be notified of the final decision.' To the right, there is a 'Documents (0)' section with a 'Details' tab. It states: 'You can attach up to 99 files. The allowed file types are JPEG, JPG, PDF. The maximum file size is 4 MB for images and documents.' Below this is an 'Add a document' button with a note: 'Document types: Financial Assistance Application, Income Verification'. A message at the bottom of the document section says: 'There are no documents for you to view at this time.' On the far right, there is a 'Related Links' section with a green chat icon and the text: 'Contact billing customer service'. Below this, it asks: 'Would you like to request financial assistance for another patient?' and provides instructions: 'Go to your Billing Summary page, find the appropriate account, and click "View account details".' At the bottom center of the page, there is a 'Back to Billing Summary' button.

As stated on the webpage when reviewing the applications,

“A financial counselor will contact you within 30 days of submission. If you have questions regarding your request, please contact customer service at 470-245-9998.”

(This is the billing customer service phone number.)