

# Financial Services

## Financial Counseling

The Cone Health Cancer Center has financial advocates available to answer questions about your insurance coverage, preauthorization requirements and Medicare. The Financial Advocates will help you with the financial process until you receive your first treatment. After you begin your treatments, there are other staff members available to you for help. You will be given information about The Health Insurance Portability and Accountability Act (HIPAA) which is a federal law designed to protect your medical information. There is a form to fill out after you have read the information.

### Financial Advocates

<b>Medical Oncology:</b>	Shauna Hodges, 336-832-0553; Lanise White, 336-832-0892
<b>Radiation Oncology:</b>	Meredith Hobgood 336-832-0649
<b>Address:</b>	2400 W. Friendly Avenue, Greensboro, NC 27403
<b>Hours:</b>	Monday - Friday 8:00 am - 4:30 pm
<b>Website:</b>	<a href="http://www.conehealth.com">www.conehealth.com</a>

## Important Forms

If you need disability or family medical leave forms filled out because of treatments that you will be receiving at the Cone Health Cancer Center, please bring them to the registration desk. Our **Managed Care Department** will fill out this form for you and have your doctor sign it. The more written information provided, the faster the Managed Care Department will be able to process your forms. **IMPORTANT:** Do not give the forms to your doctor or nurse!

- Forms can take seven to ten days to complete, bring forms in as soon as possible.
- Provide as much information as possible.
- Be sure to sign and date the form.
- On a separate paper write the date that needs to be listed on the form.
- Include a note telling us how you want the form to be handled after your doctor completes it. Forms can be faxed, mailed or put in an envelope for pick-up.
- Let us know the last day you were able to work.
- Indicate when you hope to return to work if you know.
- If you ever have ANY questions about ANY forms, please ask for help. We want you to understand all of the paperwork that you are given.
- If you need disability or family medical leave forms filled out before surgery, please take them to your surgical office.

# Financial Assistance Programs

## **Alight Program Emergency Assistance Fund**

**Description:** Limited financial assistance for breast cancer patients with a demonstrated need and being treated at the Cone Health Cancer Center.

**Contact:** Shauna Hodges, 336-832-0553; Lanise White, 336-832-0892

**Time:** Monday – Friday by appointment

**Location:** 2400 W. Friendly Avenue, Greensboro, NC 27403

**Assistance:**

- Transportation
- Dental Emergencies
- Prostheses
- Utilities
- Prescriptions
- Limited Medical Expenses
- Rent or Mortgage
- COBRA or other medical insurance
- Childcare

## **The Salvation Army Emergency Financial Assistance**

**Description:** Program helps adults 18 years or older in Guilford County with past due, disconnection and/or eviction notices. NO funds for deposits.

**Must Haves:** Valid picture ID, Social Security cards for all household members (NO copies), past due/disconnection/eviction notice, proof of all income (pay stubs, SSI, disability, child support).

**Contact:** 336-235-0368

**Address:** 1311 S. Eugene St., Greensboro, NC 27406

**Hours:** Emergency Financial Assistance: Mon – Fri, 7:30 am (accepts first 5 people)  
Financial Assistance/Foreclosure Prevention: **by appointment only.**

## **The Salvation Army Food & Clothing Assistance**

**Description:** Helps with food and clothing for adults 18 years or older in Guilford County.

**Limitations:** You can only receive food once every three months.  
You can receive a clothing voucher once every three months for nine months.  
After that you can receive one clothing voucher every six (6) months.

**Must Haves:** Valid picture ID, Social Security cards for all household members (NO copies), proof of all income (pay stubs, SSI, disability, child support)

**Contact:** 336-273-5572

**Address:** 1311 S. Eugene St., Greensboro, NC 27406

**Hours:** Food — Tuesdays and Thursdays 8:30 am (first 20 people)  
Clothing — Tuesdays and Thursday 9:00 am – 12:00 pm

*Note: The first time you come to The Salvation Army for any assistance, you do not need a referral. Anytime after the first time, you MUST have a referral.*

# Special Assistance Programs

## Department of Social Services

**Description:** Department of Social Services helps you apply for Medicaid, food stamps and other assistance. Just fill out an application and mail it in or do it while you wait and see a social worker the same day. (Note: If staying, arrive before 8:00am.)

You'll need the following:

- Valid picture ID
- Certified birth certificate or other proof of citizenship
- Proof of residency for the state of North Carolina
- Social Security card or proof of application
- Income verification for the month prior to month of application
- Current bank statements and other financial statements

**Contact:** 336-641-3000

**Address:** 1203 Maple St., Greensboro, NC 27405

**Hours:** Monday – Friday 8:00 am – 5:00 pm

**Note:** Spanish interpreter available.

## Partnership for Community Care

**Description:** Program provides comprehensive, quality health care and related services through a network of volunteer private physicians, pharmacies and other health care related agencies. Eligibility determination is required. You must have the following at time of appointment:

- Picture ID,
- Social Security Card (if applicable),
- Proof of income (income tax form, prior month's check stubs, statement written on company letterhead, bank statements, social security benefits, child support, Medicaid denial, written statement from person or agency assisting with living expense)

**Serves:** Uninsured adults 19 years or older in Guilford County

**Contact:** Jamie Alston, Program Manager at 336-235-0930 ext. 315 Fax: 336-235-0980

**Location:** 1050 Revolution Mill Dr. #4, Greensboro, NC 27405

**Time:** Monday – Friday 8:00 am – 5:00 pm (closed for lunch from 1:00 – 2:00 pm)

**Note:** English, Spanish, Vietnamese interpreters available.

### **Social Security Administration**

- Description:** Social Security programs for disabled, retired, or 65 years or older.
- Contact:** 877-319-3075 (Local) • 800-772-1213 (National)
- Address:** 6005 Landmark Center Blvd., Greensboro, NC 27407 (Wendover and I-40)
- Hours:** Monday – Friday 9:00am – 3:00 pm (closed holidays)
- Website:** [www.socialsecurity.gov](http://www.socialsecurity.gov)
- Note:** 15 languages supported.

### **AARP Health**

- Description:** If you are 50+, AARP Health makes available a range of health products and services at discounts, including options for comprehensive or complementary health, dental and long term care insurance, as well as discounts on prescriptions, vision and gym memberships. AARP does not offer these plans however, they do provide free information from top companies so you can choose confidently and feel better about the road ahead.
- Contact:** 866-894-6032 • En Espanol 1-800-822-0246
- Address:** P.O. Box 1017, Montgomeryville, PA 18936
- Hours:** Monday – Friday 7:00 am – 11:00 pm, Saturday 9:00 am – 5:00 pm
- Website:** [www.aarphealthcare.com](http://www.aarphealthcare.com)

### **Consumer Credit Counseling**

This program provides debt and consumer counseling for all people who need financial assistance. Each session is one-on-one and lasts approximately one hour. The program also offers FREE classes called “Smart Sense” every month. All classes and counseling sessions are provided by certified financial counselors.

- Contact:** 336-373-8882
- Address:** 315 E. Washington St., Greensboro, NC 27401
- Hours:** Monday – Friday 8:30 am – 5:00 pm
- Cost:** First session FREE, any additional is percentage based, not to exceed \$30.
- Note:** Child care provided by appointment.