

AUBURN MEMORIAL HOSPITAL

Financial Assistance Summary

Auburn Memorial Hospital recognizes that there are times when patients in need of care will have difficulty paying for the services provided. Auburn Memorial Hospital's financial assistance program provides discounts to qualifying individuals based on your income. In addition, we can help you apply for free or low-cost insurance if you qualify. Just contact our Financial Counselor at (315) 255-7210 or go to our Credit and Collections Department between the hours of 8:00 AM and 4:00 PM for free, confidential assistance.

Who qualifies for a discount?

Financial Assistance is available for patients with limited incomes and no health insurance.

Everyone in New York State who needs emergency services can receive care and get a discount if they meet the income limits.

Everyone who lives in New York State can get a discount on non-emergency, medically necessary services at Auburn Memorial Hospital if they meet the income limits. You cannot be denied medically necessary care because you need financial assistance.

You may apply for a discount regardless of immigration status.

What are the income limits?

The amount of the discount varies based on your income and the size of your family. If you have no health insurance, these are the income limits:

Family size	Annual Family Income	Monthly Family Income	Weekly Family Income
1	Up to \$30,630	Up to \$2,553	Up to \$589
2	Up to \$41,070	Up to \$3,423	Up to \$790
3	Up to \$51,510	Up to \$4,293	Up to \$991
4	Up to \$61,950	Up to \$5,163	Up to \$1,191
5	Up to \$72,390	Up to \$6,033	Up to \$1,392
6	Up to \$82,830	Up to \$6,903	Up to \$1,593

* Based on the 2007 Federal Poverty Guidelines

What if I do not meet the income limits?

If you cannot pay your bill, Auburn Memorial Hospital offers a payment plan to those patients that meet the income limits. The amount you pay depends on the amount of your income.

Can someone explain the discount? Can someone help me apply?

Yes, free, confidential help is available. Call our Credit and Collections Department at (315) 255-7210 between the hours of 8:00 AM and 4:00 PM.

If you do not speak English, someone will help you in your own language.

The Financial Counselor can tell you if you qualify for free or low-cost insurance, such as Medicaid, Child Health Plus and Family Health Plus.

If the Financial Counselor finds that you don't qualify for low-cost insurance, they will help you apply for a discount.

The Counselor will help you fill out all the forms and tell you what documents you need to bring.

What do I need to apply for a discount?

Please supply a form of picture ID, a bill indicating your address, last two paystubs or W2, or most recent income tax return.

If you can not provide any of these, you may still be able to apply for financial assistance.

What services are covered?

All medically necessary services provided by Auburn Memorial Hospital are covered by the discount. This includes outpatient services, emergency care, and inpatient admissions.

Charges from *private doctors* who provide services in the hospital may not be covered. You should talk to private doctors to see if they offer a discount or payment plan.

How much do I have to pay?

The amount you must pay for services is dependent upon your income. Patients that qualify at or below 100% of the federal poverty level will not be charged.

Our Financial Counselor will give you the details about your specific discount(s) once your application is processed.

How do I get the discount?

You have to fill out the application form. As soon as we have proof of your income, we can process your application for a discount according to your income level.

You can apply for a discount before you have an appointment, when you come to the hospital to get care, or when the bill comes in the mail.

Send the completed form to Auburn Memorial Hospital, 17 Lansing Street, Auburn, New York 13021 or bring it to our Credit and Collections Department. You have up to 90 days after receiving services to submit the application.

How will I know if I was approved for the discount?

Auburn Memorial Hospital will send you a letter within 30 days after completion and submission of documentation, telling you if you have been approved and the level of discount received.

What if I receive a bill while I'm waiting to hear if I can get a discount?

You cannot be required to pay a hospital bill while your application for a discount is being considered. If your application is turned down, the hospital must tell you why in writing and must provide you with a way to appeal this decision to a higher level within the hospital.

What if I have a problem I cannot resolve with the hospital?

You may call the New York State Department of Health complaint hotline at 1-800-804-5447.