



Patient Discount and Financial Assistance Policy – Plain Language Summary

The Emerson Hospital Patient Discount and Financial Assistance Policy (FAP) helps provide eligible patients partially or fully-discounted emergency or other medical necessary healthcare services provided at Emerson Hospital. Patients seeking financial assistance must apply for the program.

Eligible Services

Emergency or other medically necessary healthcare services provided by Emerson Hospital and billed by Emerson Hospital. The FAP only applies to services billed by Emerson Hospital. Other services separately billed by other providers, such as physicians or outside laboratories, are not eligible under the FAP.

Eligible Patients

Eligibility for financial assistance is available to you and is based on multiple factors, including insurance coverage, income (Federal Poverty Level guidelines used to determine the amount of financial assistance offered), family size, and residency. Generally, if your combined family income is at or below 400% of the federal poverty guidelines, you may be eligible for financial assistance.

Financial assistance is offered to patients who are uninsured and underinsured. Partial or full financial assistance will be granted based on the patient's ability to pay the billed charges.

Patients must fully comply with the application process, including meeting with the Hospital's Financial Counselors to determine eligibility for available sources of assistance such as commercial insurance coverage, MassHealth (Medicaid), or other state and federal health care programs. Patients must also submit a completed application along with all documentation required in the application.

How do I Apply?

If you are unable to pay, visit our website at <http://www.emersonhospital.org/patients-visitors/insurance-financial/financial-assistance> where you can access, download and print information about Emerson Hospital's Patient Discount and Financial Assistance Policy and Application Form. You may also request the Patient Discount and Financial Assistance Policy be mailed to you. The Emerson Hospital Financial Services office is located at 133 ORNAC Road, Concord MA 01742, first floor. To schedule an appointment with a Financial Counselor call 978-287-3432.

Other

No individual who is eligible for financial assistance will be charged more than amounts generally billed (AGB) for emergency or other medically necessary care. Information regarding Emerson Hospital's calculation of the AGB can be found in the Patient Discount and Financial Assistance Policy.



Massachusetts Insurance Programs

There are state programs that may cover some or all of the costs of your care. Our financial counselors will work with you to see if you qualify for a state program that meets your needs.

The Patient Discount and Financial Assistance Policy, Financial Assistance Policy – Plain Language Summary, Financial Assistance Application, and the Credit and Collection Policy are available in multiple languages.