

Updated 5/2018

# Charity Care Programs

## Financial Assistance Summary

Brooks Memorial Hospital recognizes that there are times when patients in need of care will have difficulty paying for the services provided. Brooks Memorial Hospital's Charity Care Program provides discounts to qualifying individuals based on your income and assets. In addition, we can help you apply for free or low-cost insurance if you qualify. Just contact our Charity Care Hotline at (716) 363-7221 for free, confidential assistance.

### Who qualifies for a discount?

- Financial Assistance is available for low income, uninsured individuals and those with insurance who meet the income/asset guidelines.
- You cannot be denied medically necessary care because you need financial assistance.
- You may be eligible for our charity care program regardless of immigration status

The amount of the discount varies based on your income and the size of your family. Income limits are based on 2018 federal poverty guidelines

Brooks Memorial Hospital is committed to providing quality health care services at a reduced charge to eligible persons who cannot afford to pay for these services. Charity care is available to patients of families based on the following income and family size guidelines as determined by Federal poverty regulations as published by the New York State Department of Health and Human Services.

Size of Family	Family Income Less Than:				
FPL	200%	200%-249%	250%-299%	300%-349%	400%
1	24,280	30,350	36,420	42,490	48,560
2	32,920	41,150	49,380	57,610	65,840
3	41,560	51,950	62,340	72,730	83,120

4	50,200	62,750	75,300	87,850	100,400
5	58,840	73,550	88,260	102,970	117,680
6	67,480	84,350	101,220	118,090	134,960
7	76,120	95,150	114,180	133,210	152,240
8	84,760	105,950	127,140	148,330	169,520
Each Add'l	8,640	10,800	12,960	15,120	17,280
Discount on Charges	100%	90%	75%	60%	50%
Patient Share	0	10%	25%	40%	50%

Last updated: 02/01/2018

### **What if I do not meet the income limits?**

If you do not meet the income guidelines under the charity care program, Brooks Memorial Hospital offers a self pay discount and payment plan to all patients.

### **Can someone explain the self pay discount?**

Yes, confidential help is available. Call (716) 366-7221 for information regarding a self pay discount.

### **Can someone explain the charity care program?**

Yes, confidential help is available. Call (716) 366-7214

### **Can someone help me apply for charity care assistance?**

Yes, confidential help is available. Call (716) 366-7221

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

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

- If the Specialist finds that you don't qualify for low-cost insurance, they will help you apply for a charity care discount.
- The Specialist will help you fill out all the forms and tell you what documents you need to bring.

### **What do you consider assets?**

Brooks Memorial Hospital takes into consideration information from bank statements. We do not include retirement funds, education funds or cars used regularly by you or immediate family members.

### **What do I need to apply for Charity Care discount?**

For Charity Care Assistance, we require four current pay stubs, as well as bank statements not including retirement plans, annuities, etc.

### **What services are covered?**

All medically necessary services provided by Brooks Memorial Hospital are covered by the Charity Care Program. This includes outpatient services, emergency care, inpatient admissions and nursing home care. Charges from private doctors who provide services in the hospital may not be covered. You should talk to the private doctor to see if they offer a discount or payment plan.

### **How much do I have to pay?**

Our Charity Care representative 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. Application is available on our website or call (716) 363-7221 and ask that a Financial Assistance application be mailed to you. 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 application to Brooks Memorial Hospital at Brooks Memorial Hospital, Attn: Business Office, 529 Central Avenue, Dunkirk, NY 14048.

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

Brooks Memorial Hospital will send you a letter within 30 days after completion and submission of your application telling you if you have been approved and the level of discount granted.

### **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.