



FINANCIAL ASSISTANCE PROGRAM POLICY SUMMARY

Overview

It is the policy of UMass Memorial Health (“UMMH”) to offer free or discounted care to patients with demonstrated financial need for medically necessary, urgent or emergency care at all locations of the following hospitals: UMass Memorial Medical Center, UMass Memorial - Clinton Hospital, UMass Memorial - HealthAlliance Hospital, UMass Memorial - Marlborough Hospital, and UMass Memorial - Harrington Hospital. UMMH provides several options to reduce the out-of-pocket costs to patient with demonstrated financial need, including helping patients enroll in the Health Safety Net program, and other insurance Programs, sponsored by the Commonwealth of Massachusetts, prompt pay discount, payment plans, and the UMMH Financial Assistance Program described below. In addition, UMass Memorial Medical Group offers a separate financial assistance program on a sliding fee basis.

How to Qualify

Financial assistance is available to patients and their family members with household income, less than 600% of the federal poverty guidelines. If you qualify, you will not be billed more than the amount generally billed to patients with insurance coverage.

In order to be determined, eligible, you must:

- apply for any state or government medical assistance program for which you may be eligible.
- complete, sign and date the Financial Assistance Program.
- provide verification of all household income.
- return your completed application to the Financial Counseling Department.

How to Apply

Contact the patient, Financial Counseling Department to request, free of charge, a paper copy of the Financial Assistance and Credit and Collection Policy, the Financial Assistance application, and the instructions on how to fill it out. This request may be made by telephone, in person, or email.

UMass Memorial Medical Center patient financial counseling contact information:

- Telephone: 508-334-9300
- Email: needinsurance@umassmemorial.org
- Address: 67 Millbrook Street, MA 01606

This summary of the UMMH Financial Assistance and Credit and Collection Policy, the Financial Assistance Program application, and the instructional how to fill it out, are available in English, Spanish, Portuguese, Haitian Creole, Vietnamese, Albanian, and Arabic on the UMass Memorial Health website.

Go to www.umassmemorialhealthcare.org > Patient and Visitors > Financial Counseling. The forms will be listed.