

## FINANCIAL ASSISTANCE PROGRAM POLICY SUMMARY

### Overview

It is the policy of UMass Memorial Health Care (“UMMHC”) 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, and UMass Memorial - Marlborough Hospital. UMMHC provides several options to reduce the out of pocket costs to patients 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 discounts, payment plans and the UMMHC 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 governmental medical assistance program for which you may be eligible.
- complete, sign and date the Financial Assistance Program Application.
- 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 Program policy, the Financial Assistance Program application, and the instructions on how to fill it out. This request may be made by telephone, in person or email.

UMass Memorial HealthAlliance-Clinton Hospital Patient Financial Counseling contact information:

- Telephone: 508-334-9300
- Email: [needinsurance@umassmemorial.org](mailto:needinsurance@umassmemorial.org)
- Address: 60 Hospital Road, Leominster, MA 01453

This summary of the UMMHC Financial Assistance Program policy, the Financial Assistance Program application and the instructions on how to fill it out are available in English, Spanish, Portuguese, Vietnamese and Arabic on the UMass Memorial Health Care website.

Go to [www.umassmemorialhealthcare.org](http://www.umassmemorialhealthcare.org) > Patient and Visitors > Financial Counseling and click on the hospital site. The forms will be listed.