



Nathan Littauer Hospital recognizes that there are times when patients in need of care will have difficulty paying for the services provided. Nathan Littauer Hospital's Financial Assistance program provides discounts to qualifying individuals based on income. If you have any questions, please call 518-773-5558. In addition, we can help you apply for free or low-cost insurance if you qualify. Just contact our Facilitated Enroller at (518) 775- 4074 or go to our Care Coordination Suite for confidential assistance



Nathan Littauer Hospital provides this *Patient Financial Assistance Guide* to assist our patients in understanding the Hospital's policy on Financial Assistance for services rendered and to provide the information necessary to contact Hospital personnel, apply for assistance or make payments on accounts, or establish payment plans. Please do not hesitate to contact us for assistance whenever the need arises.

#### **TELEPHONE CONTACTS**

The following phone numbers should be used when contacting Nathan Littauer Hospital regarding Financial Assistance:

*Financial counseling, Financial Assistance programs and information about State Assistance Programs: 518-773-5551*

*Questions about your bill or to provide insurance information: 518-773-5558*

*Questions about your co-pays, deductibles and self pay balances: 518-773-5558*

*Making payments by Major Credit Cards: We accept all Major Credit Card 518-773-5557*

*Establishing payment plans: 518-773-5558*

#### **OFFICE LOCATION AND HOURS OF OPERATION**

##### **Patient Accounts Office**

You are welcome to visit our Patient Financial Services office to ask questions about your bill, apply for Financial Assistance to provide insurance information .

A trained receptionist will be available to assist you.

Location: The Patient Accounting Office is located on the Main floor of the Hospital.

Office Hours: Monday through Friday - 7:30 a.m. to 4:00 p.m. except legal holidays.

### **Cashier's Office:**

Location: The Cashier's Office is located on the Main Floor of the Hospital.

Office Hours: Monday through Friday –7:30 a.m. to 5:00 p.m.

### **Financial Counselors:**

If you are uninsured, or receive services not covered by your insurance, our facilitated Enrollers may be able to assist you with filing a Medicaid application, Child Health Plus application. They will also assist you in completing our Financial Assistance application if appropriate. Any questions about our program, please call 518-775-4074

### **What is Financial Assistance?**

Financial assistance is free or discounted healthcare provided by Nathan Littauer Hospital to patients who apply for Medically Necessary services and qualify based upon the family's gross income and financial assets ( for example cash and savings). Full or partial assistance may be granted for hospital charges only ( it may not include physician, radiologist or other professionals that bill for related services). Financial Assistance is for patients who do not qualify for other assistance programs such as New York State Medicaid.

### **Who qualifies for a discount?**

Financial Assistance is available for patients with limited incomes, no health insurance or underinsured. Nathan Littauer Hospital, as a provider of emergency and medically necessary care, has a mission and a responsibility to provide such care to those patients in need. The hospital will maintain financial assistance policies that are consistent with its mission and values, taking into account each patient's ability to pay for services while considering the hospitals financial ability to provide care.

### **How Can I receive Financial Assistance?**

To receive financial assistance, you must complete an application, provide income verification and submit it with required documents to Patient Financial Services, Nathan Littauer Hospital, 99 E State St, Gloversville NY 12078.

Applications are available at the patient registration desk, cashiers window or by calling the business office at 518-773-5558. Representative will be available to answer any questions.

### **Do I have to apply for other assistance before applying?**

No, but if you apply for financial assistance, you will be screened to see if you qualify for other assistance programs, such as New York State Medicaid. If you do qualify, our facilitated enrollers will assist you in applying for this coverage.

### **What happens if I qualify?**

If you qualify for financial assistance, you will be approved for either one time services or up to 1 year of free or discounted services for medically necessary services at Nathan Littauer Hospital. Nathan Littauer Hospital does have the right to change or revoke approval if we receive information that a family's financial situation has changed, or we may ask you to update your prior application information.

### **How do I know if I qualify?**

You will be notified in writing that you have been approved or denied for financial assistance and the degree of assistance granted. If approved, the designated amount will be subtracted from your bill.

If your application is denied, you have the right to appeal the decision in writing by contacting our Patient Financial Services department at 99 E. State St, Gloversville NY 12078.

Financial arrangements for you to pay any remaining balances may be made by contacting the Patient Financial Services at 518-773-5558.