

What if I do not meet the income limits?

If you cannot pay your bill, Highland Hospital offers a payment plan to those patients who request that method of payment. The amount you pay depends on the amount of your income and the amount owed. Payment plans are extended to all patients who are unable to pay for their hospital bills within the normal established time periods.

Can someone explain the discount?

Can someone help me apply?

Yes, free, confidential help is available. Call the Financial Assistance Department at (585) 784-8889. If you do not speak English, someone will help you in your preferred language. The Financial Case Manager can tell you if you may qualify for free or low-cost insurance, such as Medicaid, Child Health Plus, or are eligible to purchase coverage through the New York Healthplan Marketplace. If the Financial Case Manager finds that you may not qualify for low-cost insurance, they will help you apply for a discount through the Hospital's Financial Assistance program. To see a Financial Case Manager you may go to the Social Work Office on the main floor at Highland, room S213.

What do I need to apply for a discount?

Materials needed to apply for a discount are: copies of wage/income statements (pay stubs) for the past 90 days; copy of any other source of income information; copies of insurance/Medicaid denial notices if available. If you can not provide any of these, you may still apply for financial assistance.

What services are covered?

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

How much do I have to pay?

The amount that you will have to pay for services depends on the type of services received as well as your income and family size. The provision of urgent or emergent health care is never delayed pending a financial assistance determination.

How do I get the discount?

You have to fill out the application form. As soon as we have proof of your income, determined that you are not eligible for insurance and have received a completed Financial Assistance application, we can process your application for a discount according to your income level. You may submit the application before, during or after services are rendered. Send the completed form to the Highland cashiers located on the main floor of the hospital, room S213.

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

Highland Hospital will send you a letter within 30 days after completion and submission of all requested documentation, telling you if you have been approved and the level of discount received.

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.

Highland Hospital



Financial Assistance Summary



MEDICINE of THE HIGHEST ORDER

Highland Hospital recognizes that there are times when patients in need of care will have difficulty paying for the services provided. Highland Hospital's Financial Assistance program provides discounts to qualifying individuals based on income.

In addition, we can help you apply for free or low-cost insurance if you qualify. Just contact our Financial Assistance Officers at 585-784-8889 or go to the Highland cashiers office located on the main floor of the hospital.

Who qualifies for a discount?

Financial Assistance is available for patients with limited incomes and with either no insurance or with limited health insurance.

Everyone in New York State who needs emergency services can receive care and get a discount if they meet the income limits and complete the Financial Assistance application process. Everyone who resides in the Hospital's primary service area (Genesee, Livingston, Monroe, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, and Yates counties) can get a discount on non-emergency, medically necessary services provided in Highland Hospital if they meet the income limits and complete the Financial Assistance application process.

You cannot be denied medically necessary care because you need financial assistance. You may apply for a discount regardless of immigration status.

What are the income limits?

The amount of the discount varies based on your income and the size of your family.

2017 Financial Assistance Schedule

CC% Allowance	Household Size FPL - Annual Gross Income	% of FPL	One Person	Two Person	Three Person	Four Person	Five Person	Six Person	Seven Person	Eight Person
			12,060	16,240	20,420	24,600	28,780	32,960	37,140	41,320
100%		up to 200%	24,120	32,480	40,840	49,200	57,560	65,920	74,280	82,640
80%		200 - 250%	30,150	40,600	51,050	61,500	71,950	82,400	92,850	103,300
60%		251 - 300%	36,180	48,720	61,260	73,800	86,340	98,880	111,420	123,960
40%		301 - 350%	42,210	56,840	71,470	86,100	100,730	115,360	129,990	144,620
20%		351 - 400%	48,240	64,960	81,680	98,400	115,120	131,840	148,560	165,280
0%		over 401%								

Based on the 2017 Federal Poverty Guidelines; this chart will be updated annually to reflect the new Federal Poverty guidelines.