Financial Assistance Summary

The amount that you will have to pay for services will depend on your household income, but if you qualify for financial assistance, the amount you would have to pay will not exceed the amount Medicare Parts A & B would allow. Information about the Medicare allowed amount is available upon request from our Price Estimation service. Please contact us at (585) 758-7801. The provision of urgent or emergent health care is never delayed pending a financial assistance determination.

How much do I have to pay?
The amount that you will have to pay for services will depend on your household income, but if you qualify for financial assistance, the amount you would have to pay will not exceed the amount Medicare Parts A & B would allow. Information about the Medicare allowed amount is available upon request from our Price Estimation service. Please contact us at (585) 758-7801. 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 University of Rochester, 601 Elmwood Ave., Box 888, Rochester, New York 14642 attention: Financial Assistance Officer or bring it to the Care Management Office Room Med 1-2315.

How will I know if I was approved for the discount?
University of Rochester 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 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; Social Security Income, other documentation that explains current household gross income, copies of insurance/Medicaid denial notices (if available). If you can not provide any of these, you may still apply for our financial assistance program.

What services are covered?
All medically necessary services provided in Strong Memorial Hospital, Highland Hospital, or the UR Medicine Healthcare Professionals 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.
UR Medicine (Strong Memorial Hospital, Highland Hospital, and UR Medicine Healthcare Professionals) has a Financial Assistance program for patients who are unable to pay medical bills. UR Medicine recognizes that there are times when patients in need of care will have difficulty paying for the services provided. UR Medicine's Financial Assistance program provides discounts to qualifying individuals based on income.

A free copy of our Financial Assistance Policy and application is available by mail, by contacting our Financial Assistance Officers at 585-784-8889, or go to Room1-2315 for free confidential assistance. This information is also available on our website and available in other languages: https://www.urmc.rochester.edu/strong-memorial/patients-families/billing-insurance/financial-assistance.aspx.

---

**Federal Poverty Levels 2019**

<table>
<thead>
<tr>
<th>CC% Allowance</th>
<th>Household Size</th>
<th>% of FPL</th>
<th>1 Person</th>
<th>2 Person</th>
<th>3 Person</th>
<th>4 Person</th>
<th>5 Person</th>
<th>6 Person</th>
<th>7 Person</th>
<th>8 Person</th>
<th>9 Person</th>
<th>10 Person</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Federal Poverty Levels</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>100%</td>
<td>up to 200%</td>
<td></td>
<td>12,490</td>
<td>16,910</td>
<td>21,330</td>
<td>25,750</td>
<td>30,170</td>
<td>34,590</td>
<td>39,010</td>
<td>43,430</td>
<td>47,850</td>
<td>52,270</td>
</tr>
<tr>
<td>80%</td>
<td>200 - 250%</td>
<td></td>
<td>24,980</td>
<td>33,820</td>
<td>42,660</td>
<td>51,500</td>
<td>60,340</td>
<td>69,180</td>
<td>78,020</td>
<td>86,860</td>
<td>95,700</td>
<td>104,540</td>
</tr>
<tr>
<td>60%</td>
<td>251 - 300%</td>
<td></td>
<td>31,225</td>
<td>42,275</td>
<td>53,325</td>
<td>64,375</td>
<td>75,425</td>
<td>86,475</td>
<td>97,525</td>
<td>108,575</td>
<td>119,625</td>
<td>130,675</td>
</tr>
<tr>
<td>40%</td>
<td>301 - 350%</td>
<td></td>
<td>37,470</td>
<td>50,730</td>
<td>63,990</td>
<td>77,250</td>
<td>90,510</td>
<td>103,770</td>
<td>117,030</td>
<td>130,290</td>
<td>143,550</td>
<td>156,810</td>
</tr>
<tr>
<td>20%</td>
<td>351 - 400%</td>
<td></td>
<td>43,715</td>
<td>59,185</td>
<td>74,655</td>
<td>90,125</td>
<td>105,595</td>
<td>121,065</td>
<td>136,535</td>
<td>152,005</td>
<td>167,475</td>
<td>182,945</td>
</tr>
<tr>
<td>0%</td>
<td>over 401%</td>
<td></td>
<td>49,960</td>
<td>67,640</td>
<td>85,320</td>
<td>103,000</td>
<td>120,680</td>
<td>138,360</td>
<td>156,040</td>
<td>173,720</td>
<td>191,400</td>
<td>209,080</td>
</tr>
</tbody>
</table>

Each additional household member add $4,420

---

**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 by UR Medicine 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.

---

Please note: the schedule is revised annually once the updated Federal Poverty Levels are published by the Department of Health and Human Services at https://aspe.hhs.gov/poverty-guidelines.

---

Please Note: this chart will be updated annually to reflect the new Federal Poverty guidelines.