Financial Assistance Summary

Clifton Springs Hospital and Clinic recognizes that there are times when patients in need of care will have difficulty paying for the services provided. We have programs available that provide discounts to qualifying individuals based on your income.

Information on other State and Federal Health Insurance programs will also be provided.

Our Patient Representatives are available Monday – Friday 8a.m. – 4:30p.m. at the numbers listed below. Last name begins with A- K: 315-462-0452; L – Z: 315-462-0451

Who qualifies for a discount?
Financial Assistance is available to qualifying individuals with limited incomes having no health insurance or who are underinsured.

Everyone in New York State who needs emergency services can receive care and get a discount if they meet the income limits.

Clifton Springs Hospital and Clinic will also provide discounts to qualifying individuals regardless of residence or immigration status for non-emergency, medically necessary services.

What are the income limits?
The amount of the discount varies based on your family income and size. If you do not have health insurance, the following are the income limits based on the 2011 Federal Poverty Guidelines used to qualify for some level of discounted charges or free care.

<table>
<thead>
<tr>
<th>Family Size</th>
<th>Annual Family Income</th>
<th>Family Size</th>
<th>Annual Family Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Up to $32,779</td>
<td>5</td>
<td>Up to $78,772</td>
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<tr>
<td>2</td>
<td>Up to $44,277</td>
<td>6</td>
<td>Up to $90,270</td>
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<tr>
<td>3</td>
<td>Up to $55,775</td>
<td>7</td>
<td>Up to $101,768</td>
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<tr>
<td>4</td>
<td>Up to $67,274</td>
<td>8</td>
<td>Up to $113,266</td>
</tr>
</tbody>
</table>

What if I do not meet the income limits?
If you cannot pay your bill, Clifton Springs Hospital and Clinic offers payment plans to those patients that meet the income limits. The amount you pay depends on the amount of your income.

Clifton Springs Hospital and Clinic also offers payment plans to those who do not qualify, due to income limits, based on a review of your individual situation.

Can someone explain the discount? Can someone help me apply?
Yes, free, confidential help is available. Call your Patient Representative at the numbers listed above. If you do not speak English, accommodations can be arranged to help you in your own language.

If your Patient Representative finds that you qualify for low-cost insurance, based on income, they will help you apply. If you qualify for a discount or free services, your Patient Representative will help you through the process and outline what documents will be needed. If you cannot provide some or any of these, you may still be able to apply for financial assistance.
What services are covered?
All medically necessary services provided by Clifton Springs Hospital and Clinic are covered by the discount. This includes outpatient services, emergency care, and inpatient admissions. Charges from private doctors, Anesthesiologists, Radiologists, who provide services in the hospital, are not covered. You should speak with them to see if they offer a discount or payment plan.

How much do I have to pay?
The amount is based on family income and size and our Patient Representatives will give you details about your specific discount(s) once your application is processed.

How do I get the discount?
You have to fill out the application form. As soon as we have the required information and completed application, we can process your request for a discount according to your income level and other policy guidelines.

You can apply for a discount before you have an appointment, when you come to the hospital to get care, or when the bill comes in the mail. Send the completed form to:

Clifton Springs Hospital and Clinic
Attention: Patient Representatives
2 Coulter Road
Clifton Springs NY 14432

If you are in the facility you are welcome to stop by and drop your application off with the Patient Representatives. You have up to 90 days after receiving services to submit the application.

How will I know if I am approved for the discount?
Clifton Springs Hospital and Clinic will send you a letter within 30 days after completion and submission of 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 are not required to pay a hospital bill while your application for a discount is being considered. If your application is turned down, the Hospital will tell you why in writing and will 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.