WE CARE ABOUT PEOPLE

Kaleida Health is the largest health care provider in Western New York. More than one million patients are seen annually at our Buffalo General Hospital, Women & Children’s Hospital of Buffalo, Millard Fillmore Suburban Hospital, DeGraff Memorial Hospital, Millard Fillmore Gates Circle Hospital and numerous community health centers.

One of our mission’s core elements is to advance the health of the people in our community through exceptional care, regardless of their ability to pay, age, sex, race, religion or national origin.

We respect a person’s right to receive quality, compassionate care in a dignified environment by caregivers who value the importance of individualized attention.

As a result, Kaleida Health created opportunities for our community’s most vulnerable members to receive the care they need to heal body, mind and spirit with multiple charity care programs.

“"We are committed to treating all patients with compassion from the bedside to the billing office.”

– Lisa Hatch
Kaleida Health
Financial Counseling Services

Kaleida Health’s Patient Financial Services–
Financial Counseling

726 Exchange Street
Buffalo, New York 14210
(716) 859-8979

Kaleida Health’s 10,000 health care professionals are lifting spirits and raising hope by making highly personalized and compassionate care a top priority despite the increasingly technological nature of modern health care.

We understand that caring for our patients’ emotional and spiritual needs is invariably linked to their physical healing.

Language assistance services are available free of charge for anyone who has a need for an interpreter.

Tenemos servicios de ayuda en Español, para cualquiera que necesite un intérprete.

www.kaleidahealth.org

We Care about People

You deserve health care regardless of your ability to pay, age, sex, race, religion or national origin.
KALEIDA HEALTH PATIENT FINANCIAL SERVICES

Kaleida Health has a variety of initiatives in place to help individuals in our community access affordable health care. We offer the following services and programs to assist patients who are uninsured or underinsured:

Facilitated Enrollment
This unique program was created to help people get health insurance for themselves and their children. It offers a convenient way for people to learn about available health insurance programs in their community. Our facilitated enrollers are trained as experts to screen and determine eligibility for all government insurance programs. They will help the patient gather the necessary documentation and represent the patient at the Department of Social Services.

Facilitated Enrollers can help patients apply for:

Medicaid
This program is for New York residents. Medicaid may cover persons if they have high medical bills, receive Supplemental Security Income, or if they meet certain income, resource, age or disability requirements.

Child Health Plus
This program is for children under 19 years of age who are not eligible for Medicaid. Some families may have to pay a small monthly fee for coverage, depending on income.

Family Health Plus
This is a government insurance program for adults between the ages of 19 and 64 who do not have health insurance, but their income is too high to qualify for Medicaid.

Prenatal Care Assistance Program (PCAP)
Pregnant women and teens that live in New York State and meet specific income guidelines can receive complete medical coverage during pregnancy, delivery and for at least two months after delivery. They may be eligible even if they already have health insurance.

State Aid
Also known as the Physically Handicapped Children's Fund. Children with certain diagnoses may be eligible for discounts on co-pays and deductibles that are based on income. Call (716) 878-7783 for more information on this program.

KALEIDA HEALTH FINANCIAL ASSISTANCE PROGRAM

The Kaleida Health Financial Assistance Program is designed to assist patients who have been treated at a Kaleida Health hospital but are unable to pay for the medical services they received because of financial hardship. Discounts are awarded based upon income and assets verification.

Who is Eligible?
Only individuals who do not qualify for Medicaid, Child Health Plus, Family Health Plus, Prenatal Care Assistance Program, and/or State Aid based on income will be considered.

Who is Not Eligible?
Persons who exceed the income or other guidelines. Persons who have Medicare and are over 65 years old.

What is not covered?
The financial assistance program will NOT cover the doctor's charges, Medicaid client shares, co-payments, deductibles, elective procedures, private room difference or telephone/television charges.

How Do I Apply?
All persons wishing to access our services can begin by calling (716) 859-8979.

Interpreter Services
Communicating with our staff is the most effective way to make sure you receive the care you need as soon as possible. We can arrange for a free interpreter who speaks your language to help you if you have difficulty speaking or understanding English. This is your legal right. Simply tell the person you are meeting with that you want an interpreter, and he or she will assist you.

PRESCRIPTION COVERAGE

Elderly Pharmaceutical Insurance Coverage (EPIC) is a New York State-sponsored prescription plan for senior citizens who need help paying for their prescriptions. Call (800) 332-3742 for an application.

The Kaleida Health services and programs in this brochure are effective January 1, 2004 and are subject to change without notice.