What if I do not meet the income limits?

If you cannot pay your bill, Strong Memorial 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?

Yes, free confidential help is available. Call the Financial Case Management Department at 585-275-3400. If you do not speak English, someone will help you in your own language. The Financial Case Manager can tell you if you may qualify for free or low-cost insurance such as Medicaid, Child Health Plus and Family Health Plus. 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 and Charity Care program. The Counselor will help you fill out all the forms and tell you what documents you need to bring.

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, copies of the complete previous year’s tax return, copies of insurance/Medicaid denial notices.

If you cannot provide any of these, you may still be able to apply for financial assistance.

What services are covered?

All medically necessary services provided in Strong Memorial 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 healthcare 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 Charity Care application, we can process your application for a discount according to your income level.

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

Send the completed form to Strong Memorial Hospital, 601 Elmwood Ave., Box 888, Rochester, NY 14642 attention: Charity Care Officer or bring it to Room Med 1-2410. You may submit the application before, during or after services are rendered.

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

Strong Memorial 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.
Strang Memorial Hospital recognizes that there are times when patients in need of care will have difficulty paying for the services provided. Strong Memorial Hospital’s Financial Assistance and Charity Care 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 Case Manager at 275-3400 or go to Room G-1455 for free confidential assistance.

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 charity care 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 Strong Memorial Hospital if they meet the income limits and complete the charity care application process. You cannot be denied medically necessary care because you need financial assistance.

You may apply for a discount regardless of immigration status for emergency care. Prior approval is needed for non-resident aliens requesting services that are non-emergent in nature.

What are the income limits?
The amount of the discount varies based on your income and the size of your family.

2009 Charity Care Schedule

<table>
<thead>
<tr>
<th>CC%</th>
<th>Household Size</th>
<th>% of FPL</th>
<th>One Person</th>
<th>Two Person</th>
<th>Three Person</th>
<th>Four Person</th>
<th>Five Person</th>
<th>Six Person</th>
<th>Seven Person</th>
<th>Eight Person</th>
<th>Each Additional Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>up to 200%</td>
<td></td>
<td></td>
<td>21,660</td>
<td>23,140</td>
<td>36,620</td>
<td>44,100</td>
<td>51,580</td>
<td>59,060</td>
<td>66,540</td>
<td>74,020</td>
</tr>
<tr>
<td>80%</td>
<td>201 - 250%</td>
<td></td>
<td></td>
<td>27,075</td>
<td>36,425</td>
<td>45,785</td>
<td>55,125</td>
<td>64,475</td>
<td>73,825</td>
<td>83,175</td>
<td>92,525</td>
</tr>
<tr>
<td>60%</td>
<td>251 - 300%</td>
<td></td>
<td></td>
<td>32,490</td>
<td>43,710</td>
<td>54,980</td>
<td>66,150</td>
<td>77,370</td>
<td>88,590</td>
<td>99,810</td>
<td>111,030</td>
</tr>
<tr>
<td>40%</td>
<td>301 - 350%</td>
<td></td>
<td></td>
<td>37,905</td>
<td>50,995</td>
<td>64,085</td>
<td>77,175</td>
<td>90,265</td>
<td>103,355</td>
<td>116,445</td>
<td>129,535</td>
</tr>
<tr>
<td>20%</td>
<td>351 - 400%</td>
<td></td>
<td></td>
<td>43,320</td>
<td>58,280</td>
<td>73,240</td>
<td>88,200</td>
<td>103,160</td>
<td>118,120</td>
<td>133,080</td>
<td>148,040</td>
</tr>
<tr>
<td>0</td>
<td>over 401%</td>
<td></td>
<td></td>
<td>48,750</td>
<td>65,660</td>
<td>82,580</td>
<td>99,420</td>
<td>116,240</td>
<td>133,080</td>
<td>150,920</td>
<td>168,760</td>
</tr>
</tbody>
</table>

Based on the 2009 Federal Poverty Guidelines, this chart will be updated annually to reflect the new Federal Poverty guidelines.