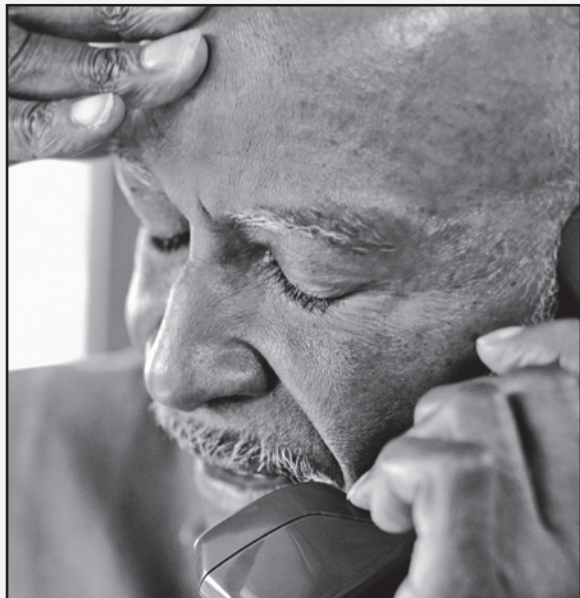


# DON'T WAIT...

In today's economy, with job losses, pay cuts and loss of health insurance benefits, many of us will experience times in our lives when we need assistance with medical bills or out-of-pocket medical expenses. At Auburn Community Hospital, we believe that fear of a medical bill should never be a reason to avoid seeking necessary medical care.

If you have concerns about paying your medical bills, you may be eligible for financial assistance. Contact our Patient Financial Assistance Line as soon as possible to find out more and to request an application. You may even contact us prior to receiving your care. If you require assistance in completing the application, help is available.

*So please call today.*  
315.255.7210  
315.255.7262



# OUR MISSION...

*is to provide compassionate,  
quality care and improve  
the health of our community.*

*Patient Financial  
Assistance Line:  
315.255.7210 or  
315.255.7262*



# PATIENT FINANCIAL ASSISTANCE

*A helpful resource for  
patients who are uninsured  
or underinsured*





# ANSWERS TO YOUR QUESTIONS

Your first step is to contact our Patient Financial Assistance Line at 315.255.7210 or 315.255.7262. You will then be contacted by a financial counselor. They will help you apply for programs for which you may be eligible: such as Medicaid, Child Health Plus or Healthy New York. If you are denied or determined ineligible for these programs we will help you apply for our program. (*Auburn Community Hospital will work with you to establish a payment arrangement*).

**Q** *How do I find out if I am eligible for full assistance, partial assistance or a discount?*

**A** In order to determine the level of assistance you may be eligible for, it is necessary to complete a financial assistance application along with information that documents your income such as pay stubs.

**Q** *Will all my bills be eligible for financial assistance?*

**A** Some services are provided by private physician groups, such as radiologists and anesthesiologists and are not covered by our program. Our financial counselors will be happy to answer your questions regarding what our program covers.

**Q** *How long will it take to determine if I'm eligible for financial assistance?*

**A** Eligibility will be determined within 30 days of receipt of your completed application.

**Q** *What if I am denied financial assistance?*

**A** You have the right to a formal appeal by our Director of Revenue Cycle or designee.

**Q** *How long does an appeal decision take?*

**A** A decision will be made in 7-10 business days.

**Q** *How will I know if I've been approved for assistance?*

**A** You will receive a written notification of approval or denial.

**Q** *If I'm denied financial assistance may I pay my balance over an extended period of time?*

**A** Auburn Community Hospital will work with you to establish a payment arrangement. You may contact us at 315.255.7210 or 315.255.7262.