



## Financial Assistance Summary

*(Last revised on January 17th, 2024)*

Ellenville Regional Hospital understands that there are times when patients require care, but lack health insurance or have difficulty paying their bills. Our financial assistance program provides relief up to 100% for qualifying patients based on their income. We can also assist you in applying for Medicaid. Please contact us at (845) 210-4930 and ask for the billing office to find out more, should you have any additional questions not addressed in this summary.

### Who can apply for financial assistance?

Financial assistance is offered to all patients who reside in New York State for emergency services. For all other necessary medical services, assistance is offered within our primary service area of Ulster, Dutchess, Orange, Sullivan, Delaware, Greene and Columbia counties. Anyone can apply, regardless of age, race, gender, creed, disability, national origin, or immigrant status.

### How do I qualify for a discount?

Discounts are determined by income and family size. Below are the annual income limits:

Family Size	HHS Poverty Income \$	150%	200%	300%
1	\$15,060	\$22,590	\$30,120	\$45,180
2	\$20,440	\$30,660	\$40,880	\$61,320
3	\$25,820	\$38,730	\$51,640	\$77,460
4	\$31,200	\$46,800	\$62,400	\$93,600
5	\$36,580	\$54,870	\$73,160	\$109,740
6	\$41,960	\$62,940	\$83,920	\$125,880
7	\$47,340	\$71,010	\$94,680	\$142,020
8	\$52,720	\$79,080	\$105,440	\$158,160

\* For more than 8 persons, add \$5,140 for each additional person

### What happens if I exceed these limits?

Ellenville Regional Hospital offers flexible payment schedules in the event that you do not qualify for financial assistance or are unable to pay your bill, regardless of your income.

### Can someone explain the discount or help me apply?

Yes, free confidential help is available. Just call (845) 210-4930 and ask for a billing office representative. If you do not speak English, someone will help you in your own language.



## **Financial Assistance Summary (cont.)**

### **It looks like I qualify for a discount based on my income. What do I need to do?**

You will need to fill out a financial assistance application. One can be requested/received from the hospital or downloaded from our website: [www.ernhy.org](http://www.ernhy.org). You will need to provide proof of identify, address and income. Completed applications and documentation can be sent to:

Ellenville Regional Hospital  
Attn: Business Office  
10 Healthy Way  
Ellenville, NY 12428

### **What services are covered under the assistance program?**

All medically necessary services provided by Ellenville Regional Hospital are covered under the financial assistance program, such as emergency or urgent care visits. Non-medically necessary services, such as elective procedures, cosmetic surgery and patient convenience items are not covered under the financial assistance policy. Ellenville Regional Hospital also contracts with physicians groups who bill separately from the hospital. These services are not covered under our policy.

### **How much do I have to pay?**

Once our financial counselor has processed your application, they will give you details on your specific discount and payment options. If you are eligible, you cannot be charged more than the amounts generally billed for emergency or other medically necessary care.

### **How will I know if I qualify and receive a discount?**

Once we receive the completed application and all required documents, Ellenville Regional Hospital will send you a letter within 30 days of receipt. The letter will tell you if you have been approved and the level of discount awarded.

### **What if I receive a bill while my application is in process?**

You are not required to pay a hospital bill while your application is being considered. If your application is turned down, you will receive notification of why and provide you a way to appeal the decision.

### **What if I have a problem that I cannot resolve with the hospital?**

You may call the New York State Department of Health complaint hotline at 1-800-804-5447.