

Financial Assistance Policy Summary

Sturdy Memorial Hospital offers low income, uninsured and underinsured patients guidance in applying for financial assistance through either state public programs or hospital programs to help with their bills for emergency and medically necessary services. Assistance for these programs is determined by reviewing, among other items, an individual's household income, assets, family size, expenses, and medical needs. Patients who are eligible for assistance under the Financial Assistance Policy will not be charged more than amounts generally billed to patients who have insurance, for emergency and medically necessary care.

Who is eligible for assistance?

Massachusetts residents and any other patient who presents at the hospital or its remote locations with incomes up to 300% of the Federal Poverty Level (FPL) may be eligible for free or discounted care.

- Patients whose income is 150% or less of the FPL may receive free care
- Patients with an income above 150% and up to 300% of the FPL may be eligible for partial or discounted care

How do I know if I am eligible?

Massachusetts residents can apply using the state application. All other patients can use their state's application or the hospital's out-of-state application.

Where can I find more information on applying for financial assistance?

Patients may visit the hospital's website by going to www.sturdyhealth.org/patients-visitors/billing-insurance/financial-assistance to obtain the following:

- Full version of the hospital's financial assistance policy and its addendums
- Massachusetts state application and instructions
- Out-of-state application and instructions

Patients may request information while at the hospital in common areas, such as:

- Emergency Room
- Patient Registration
- Main Lobby
- Financial Counselor's office

How do I apply for financial assistance?

Patients who have questions or wish to apply can do so by calling the Financial Counselor's office at (508) 236-8127 or by applying at the hospital by going to the Financial Counselor's office. Office hours are 7:00 a.m. to 3:30 p.m. Monday – Friday. Patients may also download a copy of the state or hospital application from the hospital's website (see link above). Paper copies of the policy and application forms can also be mailed to you at no charge, by contacting the Financial Counselor's office.

¿Cómo puedo encontrar información sobre ayuda financiera en otros idiomas?

Este documento, la Política de Asistencia Financiera y los formularios de solicitud están disponibles en español. Comuníquese con la oficina del Asesor Financiero o visite nuestro sitio web (www.sturdyhealth.org/patients-visitors/billing-insurance/financial-assistance/) para obtener más información y copias traducidas.

Additionally, the hospital can provide assistance with other languages via the use of interpreter services while patients are in the hospital.