



## FINANCIAL ASSISTANCE CHARITY CARE PROGRAM

University Hospital at Downstate recognizes that there are times when patients in need of care will have difficulty paying for the services provided. University Hospital at Downstate Center's financial assistance program provides discounts to qualifying individuals based on your income. In addition, we can help you apply for free or low-cost insurance if you qualify. Just contact our Financial Counselors at the facility where you received your care from 9:00 am to 5:00 pm, Mondays to Fridays.

**University Hospital at Downstate**  
Patient Access Financial Assistance Unit  
450 Lenox Road – Box 3  
Brooklyn, NY 11203

**Telephone: 718-270-1031**  
**Email: mybill@downstate.edu**

### Who qualifies for a discount?

Financial Assistance is available for patients with limited incomes and no health insurance. We also offer discounts/payment arrangements for the underinsured/uninsured with income up to 400% above the poverty level. Everyone who lives in NYC, Brooklyn, Bronx, Queens, and Staten Island can apply.

The Secondary Service Area is defined as all counties of the United States outside of New York City. US citizens residing outside of New York City will be subject to rates of 100% of the Medicaid DRG rate for Inpatient Services and 20% of charges for outpatient services.

The Tertiary Service Area is defined as foreign territories outside of the United States of America. Foreign patients whose primary residence is outside of the United States will be subject to payment of 100% of total charges for all Inpatient and Outpatient Services.

The Hospital reserves the right to exercise discretion in applying the Charity Care Fee schedule to patients residing outside the primary service area.

### How much do I have to pay?

The amount for an outpatient service or the emergency room starts from \$0 for children and pregnant women, depending on your income. The amount for outpatient service or the emergency room depends on your federal poverty level.

Our Financial Counselors will give you the details about your specific discount(s) once your application is processed.

Deposits may be required for those above the federal poverty level.

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

University Hospital at Downstate will send you a letter within 30 days after completion and submission of documentation, telling you if you have been approved and the level of discount received.

### What if I receive a bill while I am 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.

get a discount on non-emergency, medically necessary services at **University Hospital at Downstate** if they meet the income limits. You cannot be denied medically necessary care because you need financial assistance. You may apply for a discount regardless of immigration status.

### When Can I apply for assistance?

You can apply for assistance within 90 days of discharge from the hospital of from the date of service.

### What are the income limits?

The amount of the discount varies based on your income and the size of your family. If you have no health insurance, these are the income limits. Calculation is based on the Federal Poverty guidelines which change every year.

Updated Poverty Level Guidelines can be found at the Federal Register website:  
<https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>

### What if I do not meet the income limits?

If you cannot pay your bill, **University Hospital at Downstate** offers a payment plan to those patients that meet the income limits. The amount you pay depends on the amount of your income. We also offer discounts and payment arrangements to patients that are underinsured and have income of up to 400% of the poverty level. We may request a small deposit.

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

Yes, free, confidential help is available. Our Financial Counselors will help you fill out the

### Appeal Process

Patient who receives a denial on their application will be encouraged to file an appeal if there are extenuating circumstances or if they have additional information regarding their financial position. The appeal form will be mailed to the patient's home. Consideration will be given on a case-by-case basis within 30 days of receipt of the Appeal Form.

### Installment Plans

The Hospital will accommodate flexible installment plan arrangements with the patient where the monthly payment will not exceed 10% of the patient's gross monthly income. There is no interest charged on installment plans and there is no interest penalty for a missed payment.

### Billing and Collection

You may disregard billing statements until a final decision is reached on your application.

The Hospital will treat all patients with dignity and respect in regards to debt collection activities. The Hospital and any external collection agencies contracted with the Hospital must adhere to the Hospital's Code of Ethics and follow collection practices that are in compliance with the Federal Fair Debt Collection Practice Act.

Contracted collection agencies are required to comply with the Hospital's financial assistance program. The Hospital will not send an account to collection while the application for financial assistance is pending a final decision. You will receive a written notice at least 30 days before your account is referred to collection agency. If you are eligible for Medicaid at the time of service, you will not be referred for collection.

form and tell you what documents you need to bring.

### How do I get the discount?

You have to fill out the application form. As soon as we have proof of your income, 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, or when your bill comes in the mail.

You may request an Application Forms by calling our Patient Financial Services/Patient Access Financial Unit at the phone numbers listed in this brochure.

You may also visit our Patient Access Financial Unit located in the hospital lobby, room A1-234, to pick up an application form

### What do I need to apply for a discount?

You will need to provide a valid picture ID, proof of address (a billing indicating your address), pay-stub or support letters, etc.

If you cannot provide any of the above, you will be given form MAP2850A (Medical Assistance Program) to apply for financial assistance.

### What services are covered?

All Medically Necessary services provided by **University Hospital at Downstate** 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.

### Primary Service Area

The Hospital's Primary Service Area is defined as the 5 counties of New York City. Residents of New York will be eligible for Charity Care fee schedules.

The Hospital will not force the sale or foreclosure of your primary residence to pay an outstanding bill, but the hospital does recognize its rights to initiate legal action where there is evidence that the patient or responsible party has the resources to meet his or her obligation. Collection agencies must get written approval from the Hospital prior to commencing legal action.

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

You may call our Patient Relations Department at the facility where you received your care: (718) 270-1111

Our Financial Counselors can tell you if you qualify for free or low-cost insurance, such as Medicaid, Child Health Plus, and Family Health Plus.

If the Financial Counselor finds that you do not qualify for low-cost insurance, they will help you apply for a discount.

We can provide you with an interpreter who speaks your language to assist you with the application process.

### Customer Service

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