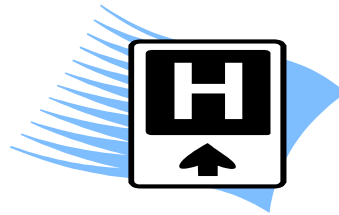


Consumer Guide to

# Hospital Free Care Programs



Selected New York State Hospitals

September 2003

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<http://www.citizenactionny.org/>.

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<b>ALBANY</b>						
Albany Medical Center	Call Patient Billing Services at 518-262-2497. Must ask for Application for Free Charity Care Program.	In-patient and outpatient services	Must apply within 15 days of receiving services.	48 hours	Yes	No
Memorial Hospital of Albany	Call Patient Accounting Department at 518-427-3396 to ask for Reduced Charge application.	In-patient and outpatient services	?	30 days	Yes	Yes
St. Peter's Hospital	Call Business Office at 518-525-1435 to ask for Mercy Care Benefits Program Application.	In-patient and outpatient services, co-pays, some dental and prescription drugs (but NOT durable medical equipment)	Approval good for one year. Must re-apply each year	2-3 weeks	Available by appointment	No

<sup>1</sup> Only medically necessary services are covered, not cosmetic or other elective services. The range of services covered differs from hospital to hospital; some hospitals have extensive outpatient services that are located throughout the community and the free care policy covers all or most of their services.

<sup>2</sup> Private physicians who provide services in the hospital are NOT covered by free care policies. For example: if you go to the emergency room and you have an x-ray, the free care policy covers only the cost of the x-ray machine and the hospital personnel who run the machine. The free care policy does NOT cover the cost of the special physician (radiologist) who read the x-ray to determine if there was a problem that needed to be treated..

<sup>3</sup> Most hospitals require patients to prove that they have applied for and been rejected by other government insurance programs like Medicaid; some hospitals are willing to help patients apply for Medicaid.

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<b>BINGHAMTON</b>						
Our Lady of Lourdes Memorial Hospital	Call Patient Financial Assistance Program at 607-798-5506 to ask for an application.	In-patient and outpatient services (may cover co-pays and deductibles)	Until bill is in collection*	Varies	No	No
United Heath Care Services Hospital Inc.	Call Collection Department at 607-762-3035 to ask for an Application for Financial Assistance.	In-patient and outpatient services	Must apply within 14 days.	Varies	No	Yes, if application is complete
<b>BRONXVILLE</b>						
Lawrence Hospital	Contact Financial Counselors at 914-797-1000 to ask about available financial assistance.	All services provided by hospital	?	?	?	No
<b>BUFFALO</b>						
Kaleida Health (Includes Buffalo Gen'l & Millard Fillmore Hospitals)	Call Customer Service at 716-690-2228 to ask for a Community Care application.	In-patient and outpatient services (may cover co-pays and deductibles)	Must apply within 5 days. Approval covers 1 yr.	30 days	No	No
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<b>BUFFALO continued</b>						
Erie County Medical Center	Call the Reduced Fee Care Office at 716-898-5896 to ask for an application. If need prescription drug coverage, need to ask for separate application form.	Inpatient and most outpatient services.  Separate application for pharmacy coverage.	Approval lasts 6 mos. (Last 3 mos. of bills can be included when apply.)	2-4 weeks	No	No
Mercy Hospital (Buffalo)	Call Credit Department at 716-828-2932 to ask for information about financial assistance.	All services billed by hospital	?	?	No	No
Sheehan Memorial Hospital	Call 716-848-2000. Developing a sliding fee scale – no other information available.	?	?	?	?	?
Sisters of Charity	Call Credit Office at 716-862-1971 to ask for application for financial assistance.	All services provided by hospital	?	2 weeks	No	No
<b>CORNING</b>						
Corning Hospital	Call Social Work Office at 607-937-7651 to ask for Application for Charity Care.	?	?	?	?	?
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<b>CORTLAND</b>						
Hudson Valley Hospital Center	Contact the Financial Department at 914-737-9000 – no other information available.	?	?	?	?	?
<b>DOBBS FERRY</b>						
Community Hospital at Dobbs Ferry	Call 914-693-0700. Must submit “Letter of Hardship” to get a fee reduction up to 50%.	?	?	?	?	?
<b>ELMIRA</b>						
Arnot Ogden Medical Center	Call Social Work office at 607-737-7734 to ask for application for Arnot-Ogden Community Care Program.	Most services provided by hospital EXCEPT services under \$100 and Medicare co-pays & deductibles)	Must apply within 6 months.	6-7 days	Available by phone	?
St. Joseph’s Hospital at Elmira	Call the hospital at 607-737-7805 to ask for application for Charity Care Program.	All services provided by hospital	Must apply within 6 months.	?	?	?
<p><sup>1</sup> Only medically necessary services are covered, <u>not</u> cosmetic or other elective services. The range of services covered differs from hospital to hospital; some hospitals have extensive outpatient services that are located throughout the community and the free care policy covers all or most of their services.</p> <p><sup>2</sup> Private physicians who provide services in the hospital are NOT covered by charity care policies. For example: if you go to the emergency room and have an x-ray, the charity care policy covers only the cost of the x-ray, NOT the cost of the special physician (radiologist) who reads the x-ray.</p> <p><sup>3</sup> Most hospitals require patients to prove that they have applied for and been rejected by other government insurance programs like Medicaid.</p>						

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<b>JAMESTOWN</b>						
Woman's Christian Association Hospital	Call Customer Service/Business Office at 716-487-0141 to ask for Free Care application.	All services provided by hospital	?	1 week	Yes	No
<b>MIDDLETOWN</b>						
Orange Regional Medical Center – Horton Campus	No information available. Call 845-343-6161.	?	?	?	?	?
<b>MOUNT VERNON</b>						
Mount Vernon Hospital	Must see Hill-Burton Coordinator to fill out application <u>at</u> the hospital; call 914-664-8000 ext. 4757.	All services provided by hospital EXCEPT home care	?	?	?	Yes
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<b>NEWBURGH</b>						
St. Luke's Hospital	No information available. Call 845-537-7711	?	?	?	?	?
<b>NEW ROCHELLE</b>						
Sound Shore Medical Center of Westchester	Contact Finance/Patient Accounts at 614-632-5000 to ask about sliding scale and payment plan.	?	?	?	Yes	?
<b>NEW YORK CITY - BRONX</b>						
Jacobi Medical Center (HHC)	Call 718-918-5000 to ask about self-pay program or sliding fee scale program. <sup>4</sup>	All services provided by hospital	?	?	Yes	?
Lincoln Medical Center. (HHC)	Call 718-579-5000 to ask about financial assistance and fee scale. <sup>4</sup>	All services provided by hospital	?	?	Available by phone	?
North Central Bronx Hospital (HHC)	Call 718-519-5000 to ask hospital staff about financial assistance or sliding fee scale. <sup>4</sup>	All services provided by hospital	?	?	Yes	Yes
<p><sup>1</sup> Only medically necessary services are covered, <u>not</u> cosmetic or other elective services. The range of services covered differs from hospital to hospital; some hospitals have extensive outpatient services that are located throughout the community and the free care policy covers all or most of their services.</p> <p><sup>2</sup> Private physicians who provide services in the hospital are NOT covered by charity care policies. For example: if you go to the emergency room and have an x-ray, the charity care policy covers only the cost of the x-ray, NOT the cost of the special physician (radiologist) who reads the x-ray.</p> <p><sup>3</sup> Most hospitals require patients to prove that they have applied for and been rejected by other government insurance programs like Medicaid.</p> <p><sup>4</sup> Part of the New York City's Health and Hospitals Corporation (HHC); the mission of HHC is to provide health care to all regardless of the ability to pay.</p>						

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<b>NEW YORK CITY – BRONX continued</b>						
St. Barnabas Hospital	Call 718-960-9000 ask for the Credit Office to ask about financial assistance.	All services provided by hospital	?	?	Available by phone	?
<b>NEW YORK CITY - BROOKLYN</b>						
Coney Island Hospital (HHC)	Call 718-616-3000 to ask registration about financial assistance & fee scale. <sup>4</sup>	All services provided by hospital	?	?	Yes	?
The Brooklyn Hospital Center	No information available. Call 718-250-8000	?	?	?	Yes	?
Kings County Hospital Center (HHC)	Mission is to provide care regardless of ability to pay. Call 718-245-3325. <sup>4</sup>	All services provided by hospital	?	?	?	?
Long Island College Hospital	No information available. Call 718-780-1000	?	?	?	Yes	?
New York Community Hospital of Brooklyn	No information available. Call 718-692-5320	?	?	?	Yes	?

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<b>NEW YORK CITY – BROOKLYN continued</b>						
New York Methodist Hospital	No information available. Call 718-963-8000	?	?	?	Available on site and via phone	?
Woodhull Medical and Mental Health Center (HHC)	Same policy as other HHC hospitals. <sup>4</sup> Call 718-963-8000	All services provided by hospital	?	?	Yes	?
<b>NEW YORK CITY - MANHATTAN</b>						
Bellevue Hospital Center (HHC)	Same policy as other HHC hospitals. <sup>4</sup> Call 212-562-4141	All services provided by hospital	?	?	Available on site	?
Beth Israel Med. Ctr.-Herbert-Nell Singer Div.	Must have insurance to get admitted. Call 212-870-9000 ask for Financial Counseling to make individual arrangements.	Negotiated on a case-by-case basis.	?	?	?	?
Beth Israel Medical Ctr.-Petrie Div.	Must have insurance to get admitted. Call 212-420-2000 ask for Financial Counseling to make individual arrangements.	Negotiated on a case-by-case basis.	?	?	?	?
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<b>NEW YORK CITY – MANHATTAN continued</b>						
Harlem Hospital (HHC)	Call 212-939-1000 to ask hospital staff about financial assistance. <sup>4</sup>	All services provided by hospital	?	?	Available by phone	?
Metropolitan Hospital Center (HHC)	Same policy as other HHC hospitals. <sup>4</sup> Call 212-423-6262	All services provided by hospital	?	?	Yes	?
New York Presbyterian Hospital (NY Weill Cornell Center and Allen Pavilion)	Can work out payment plan. May require letter explaining financial hardship. NY Presbyterian 212-305-2500 Weill Cornell Ctr. 212-746-5454 Allen Pavilion 212-932-4000	?	?	?	Available on site or by phone	?
St. Luke's Roosevelt Hospital (St. Luke's & Roosevelt Divs)	Call 212-523-4000 to contact Registration or Patient Accounts for information on sliding and reduced fees.	?	?	?	?	No
<b>NEW YORK CITY - QUEENS</b>						
City Hospital of Elmhurst (HHC)	Call 718-334-4000 to contact Financial counseling about financial assistance. <sup>4</sup>	All hospital services EXCEPT \$20 co-pay	?	?	Available by phone	?
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<b>NEW YORK CITY – QUEENS continued</b>						
Flushing Hospital Medical Ctr.	Call 718-670-5000 to contact Social Services about financial assistance; may refer to neighborhood program for uninsured or HHC hospital.	Request in writing for case-by-case decision	?	?	Yes	?
Jamaica Hospital Medical Ctr.	No information available. Call 718-670-5000	?	?	?	?	?
Mt. Sinai Hospital Queens	No information available. Call 718-932-1000	?	?	?	?	?
New York Hospital Medical Ctr. of Queens	Call 718-670-1231 to contact Financial Counseling for information about sliding fee scale.	Any service provided by hospital	?	?	Yes	?
North Shore University Hospital at Forest Hills	Call 718-830-4000 to contact Financial Services for sliding fee scale, reduced fees, or clinic discounts.	Physician visits, labs, sometimes include primary care	?	?	Yes	?
<p><sup>1</sup> Only medically necessary services are covered, <u>not</u> cosmetic or other elective services. The range of services covered differs from hospital to hospital; some hospitals have extensive outpatient services that are located throughout the community and the free care policy covers all or most of their services.</p> <p><sup>2</sup> Private physicians who provide services in the hospital are NOT covered by charity care policies. For example: if you go to the emergency room and have an x-ray, the charity care policy covers only the cost of the x-ray, NOT the cost of the special physician (radiologist) who reads the x-ray.</p> <p><sup>3</sup> Most hospitals require patients to prove that they have applied for and been rejected by other government insurance programs like Medicaid.</p>						

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<b>NEW YORK CITY – QUEENS continued</b>						
Parkway Hospital	Must have insurance to get admission. Call 718-990-4100	?	?	?	?	?
Queens Hospital Center (HHC)	Call 718-883-3000 to contact Financial counseling for information about financial assistance. <sup>4</sup>	All services provided by hospital	?	?	Yes	?
<b>NYACK</b>						
Nyack Hospital	Ask for Financial Counselor. Covers up to 125% of Federal Poverty Level. Call 845-348-2000	?	?	?	Yes	?
<b>PLATTSBURGH</b>						
Champlain Valley Physicians Hospital	Call Customer Services/Billing Department at 518-562-7471 to ask for Cares Program application.	All services provided by hospital	?	4-8 weeks	Yes	Yes
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<b>PORT CHESTER</b>						
New York United Hospital Medical Ctr.	Call 914-934-3000 to ask Customer Service Financial Counselor about individualized sliding fee scale.	All services billed by hospital	?	?	Yes	?
<b>ROCHESTER</b>						
Highland Hospital	Call 585-473-2200 or contact Cashiers Office at any hospital site. Ask for Hill-Burton Uncompensated Services application.	All in-patient and outpatient services provided by hospital	?	2 days	?	?
Park Ridge Hospital	Call Billing Department at 585-368-6276 to ask for application.	All services provided by hospital	Must follow payment plan or pay full fee.	1 week or more	Yes	No
Rochester General Hospital	Call 585-922-4000 or ask at registration or billing office for information.	?	?	?	Yes	?
Strong Memorial Hospital	Contact the Patient Accounts Office at 585-784-8200 to ask for Extended Payment/Charity Care Application.	All hospital services (must prove that cannot get bank loan to cover bill)	?	?	Yes (some languages by phone service)	No

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<b>SYRACUSE</b>						
Community Gen'l Hospital of Greater Syracuse	Call 315-492-5555 to contact the Business Office for information about financial assistance.	All services provided by hospital	?	?	?	Yes
Crouse – Irving Memorial Hospital	Call 315-470-7511 to contact the Accounting office for information about financial assistance.	?	?	?	?	?
St. Joseph's Hospital Health Center	Call 315-448-5111 to contact Billing/Patient Accounting or Social Work for information.	?	?	?	Available by phone	Yes
University Hospital-SUNY Health Science	Contact Finance Department – Billing at 315-464-4320 to ask for application for reduced fee program.	All services provided by hospital	Couple of weeks	Few weeks	No	No
<b>UTICA</b>						
Faxton- St. Luke's	Call Patient Accounting office at 315-624-5170 to ask for Uncompensated Care Assistance application.	Services provided by hospital EXCEPT dental or rehabilitation	?	?	Patient must bring translator	?
St. Elizabeth Medical Ctr.	No information available. Call 315-798-8100	?	?	?	?	?
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<b>WATERTOWN</b>						
Samaritan Medical Ctr.	Call Financial Counselor at 315-785-4308 to get Financial Assistance application.	All services provided by hospital	Within 14 days	?	By request	?
<b>WHITE PLAINS</b>						
Saint Agnes Hospital	Call 914-681-4500 to contact a Financial Counselor to ask for individualized payment plan.	All services provided by hospital	?	?	Yes	Yes
Westchester County Medical Ctr.	Call Patient Accounts at 914-93-5932 to ask about individualized payment plan.	?	?	?	?	?
White Plains Hospital Ctr.	No information available. Call 914-681-0600	?	?	?	?	?
<b>YONKERS</b>						
Saint John's Hospital Riverside	No specific information available but do provide charity care. Call 914-964-7300	?	?	?	?	?
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