



An Affiliate of  
Rochester Regional Health

## Notice of Financial Assistance Program

St. Lawrence Health recognizes the need in our community to provide financial counsel and assistance to those patients with limited income who find it difficult to meet the expenses incurred in receiving health care services at St. Lawrence Health. In keeping with our mission and values to enhance lives and preserve health of our community and patients by enabling access to a comprehensive, fully integrated network of the highest quality and most affordable care, delivered with kindness, integrity, and respect, St. Lawrence Health offers a Financial Assistance Program.

St. Lawrence Health's Financial Assistance Program takes into account each individual patient's ability to contribute to the cost of his or her healthcare services. The Financial Assistance Program consists of a process where patients are provided financial counseling and assistance in applying for publicly sponsored New York State health insurance programs and/or are evaluated for possible eligibility for a Financial Assistance Discount. Please reach out to one of our **Patient Advocates at 315.261.5476** for more information.

Financial Assistance Discounts are available for uninsured and underinsured patients who reside in New York State and whose household income, as determined by the income patients provide in the Financial Assistance Application, is equal to or less than 400% of the most recent Federal Poverty Guidelines. St. Lawrence Health will use discretion on a case by case basis to process financial assistance for all non-NYS resident patients. St. Lawrence Health extends discounts to those uninsured patients not otherwise covered in this program by applying a discount to medically necessary services provided at the hospitals.

- Patients can submit Financial Assistance Discount applications prior to or on the day their care is provided up until the 240th day after the first post-discharge billing statement is provided. Once a completed application is received, the patient will be notified of approval determination within 30 days.

This Program covers Hospital and Employed Physician services that are determined to be Medically Necessary by a Physician; including both inpatient and outpatient services. "Medically Necessary" means those services that are necessary to prevent, diagnose, or treat conditions in a person that cause acute suffering, endanger life, or result in illness or infirmity. St. Lawrence Health Employed Physicians can be identified on the "Find a Doctor" section of the St. Lawrence Health website, [www.stlawrencehealthsystem.org/search/providers](http://www.stlawrencehealthsystem.org/search/providers)

St. Lawrence Health will make available, upon request and without charge, the Financial Assistance Program, application and plain language summary to patients. The aforementioned program, application and summary are also available on the St. Lawrence Health website, under Patients & Visitors-Billing & Insurance. You can also reach out to our Patient Advocates at 315.261.5476 for more information. All calls are confidential.