



FINANCIAL ASSISTANCE POLICY SUMMARY

Consistent with our mission, Hartford HealthCare (HHC) provides financial assistance to all eligible individuals who meet the criteria in our Financial Assistance Policy. It is HHC's policy to provide, without discrimination, emergent care for everyone regardless of their eligibility for medical benefits, financial or government assistance. Your questions about the Financial Assistance Policy and the Application for Financial Assistance, the terms and eligibility can be requested in person through any HHC employee, via telephone or on our website.

If you have no insurance (uninsured), your insurance will not pay all of the bills, leaving you with a balance (underinsured), and/or you are not eligible for any government health care benefit program and unable to pay for the health care services then you may be eligible for financial assistance. To determine eligibility for financial assistance factors may include family size, liquid and non-liquid assets, employment status, financial obligations, amount and frequency of healthcare expense (i.e. medically indigent) and other financial resources available to the patient. Under the Financial Assistance Policy, patients whose household income is at or below 250% of the Federal Poverty Level may be eligible for a discount of 100% of their financial obligations. Patients with family income between 250% and 550% of the Federal Poverty Level may be eligible to qualify for a discount of between 15-75%. In addition, a patient who is determined to be unable to pay their bills because their medical expenses exceed at least 50% of their annual gross family income may be eligible for discounts of between 65-90% of their financial obligations as specifically set forth in Appendix A to the Financial Assistance Policy.

To apply, simply obtain an application and complete the required information. Return the application to one of our financial assistance offices that are listed in the Application. You can access the Application, as well as the Financial Assistance Policy, at www.HartfordHealthCare.org or any of the HHC hospital websites. If you prefer, you can request an application or a copy of the Financial Assistance Policy free of charge by mail at Hartford HealthCare, Customer Service, PO Box 310911, Newington, CT 06111 or by calling us at 860-696-6010. Copies of the Financial Assistance Policy and Application may also be picked up in person at the Patient Admission Desk at all of our hospital facilities. The Financial Assistance Policy, the Application and this plain language summary are available in English, Spanish and Polish.

Note: Financial assistance eligible individuals will not be charged more for emergency or medically necessary care than the amount generally billed. Financial assistance is not available for non-medically necessary services such as cosmetic procedures and residential treatment service.

Backus Hospital

Financial Counseling Unit
326 Washington Street
Norwich, CT 06360
860.889.8331 x 2917
backushospital.org

Hartford Hospital

Financial Assistance
Main Admitting Department
80 Seymour Street
Hartford, CT 06102
1.877.545.3914
hartfordhospital.org

The Hospital of Central Connecticut

Financial Counselors
Main Admitting Department
100 Grand Street
New Britain, CT 06050
860.224.5181
thocc.org

MidState Medical Center

Financial Assistance
Main Admitting Department
435 Lewis Avenue
Meriden, CT 06451
203.694.8213 or 203.694.8456
midstatemedical.org

Natchaug Hospital

189 Storrs Road
Mansfield, CT 06250
1.800.426.7792
natchaug.org

The Charlotte Hungerford Hospital

Financial Counselors
540 Litchfield Street
Torrington, CT 06790
860.496.6384
charlottehungerford.org

Windham Hospital

Financial Assistance
Main Admitting Department
112 Mansfield Avenue
Willimantic, CT 06226
860.456.6706 or 860.456.6109
windhamhospital.org

Rushford

1250 Silver Street
Middletown, CT 06457
1.877.577.3233
rushford.org

St Vincent's Medical Center

Main Admitting Department
2800 Main Street
Bridgeport, CT 06606
203.576.6257
stvincents.org