

Plain Language Summary (PLS) of the Financial Assistance Policy

Patient Financial Assistance Program (FAP):

The mission of Boston Medical Center (the “Hospital”) in partnership with its licensed Community Health Centers, is to provide consistent, high quality, accessible services, to all in need of medically necessary care, regardless of ability to pay. Its vision is to improve the health of the people of Boston and its surrounding communities in a financially responsible manner.

The Hospital will help uninsured and underinsured Massachusetts residents apply for health coverage through public assistance programs (including MassHealth, the premium assistance payment program operated by the Health Connector, the Children’s Medical Security Program, the Health Safety Net, and Medical Hardship) or the Hospital’s financial assistance program. Hospital employees will work with individuals to apply in appropriate programs.

Who is eligible?

Low-income uninsured and underinsured patients who are Massachusetts residents and who meet income qualifications are eligible for financial assistance. The financial assistance programs are determined by reviewing, among other items, an individual’s household income, assets, family size, expenses, medical needs, and state of residence. If eligible, some patients will not be required to pay for services; others may be asked to make partial payment. A Massachusetts resident of any income may qualify for Medical Hardship through the Health Safety Net if certain medical expenses have so depleted his or her income that he or she is unable to pay for health services.

How to Apply:

The Hospital’s Financial Assistance Policy, Billing and Collections policy, and this Plain Language Summary are available to all patients in English, Spanish, Haitian Creole, Chinese, Vietnamese, Portuguese, Arabic, French, and Russian. The Hospital’s Financial Assistance Policy application and instructions is available to all patients in English and Spanish. Assistance in completing the application in other languages is available through MassHealth’s interpretive services at [1-800-841-2900](tel:1-800-841-2900) or BMC’s Financial Counseling office at [617-414-5155](tel:617-414-5155). More information about the Hospital’s financial assistance program, including the application form and instructions, are available on the Hospital’s website <https://www.bmc.org/services/patient-financial-assistance-program> and at the locations and phone numbers below.

For more information about the Hospital’s financial assistance program, including application and instruction translation assistance, please contact the financial counseling office at the locations and phone number listed below (1-3) or MassHealth for questions specific to the application and instructions (4):

- (1) In any patient registration area within the Hospital;
- (2) By calling the Financial Counseling Department at 617-414-5155
- (3) Making a written request to the address below:
Boston Medical Center
Attention: Financial Counseling Office
840 Harrison Ave
Boston, MA 02118
- (4) By calling MassHealth’s interpretive services at 800-841-2900