Boston Medical Center
HEALTH SYSTEM

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BMCHS Financial Assistance Policy: **Plain Language Summary**

Boston Medical Center Health System provides medically necessary care to all patients, regardless of race, color, religion, sex, national origin, age, disability, gender identity or expression, or the ability to pay. BMCHS offers financial assistance to low-income, uninsured or underinsured patients, who demonstrate need and an inability to pay for healthcare. BMCHS will work with patients to determine the patient's eligibility for financial assistance and help the patient apply for coverage under Medicaid or other state programs, federally qualified health plans, or assistance under the hospital's Charity Care Program. Patients eligible for the Charity Care Program will not be charged more than amounts generally billed for emergency or other medically necessary care.

Who is eligible?

Low-income, uninsured and underinsured patients who require medically necessary care and are unable to pay for services may apply for financial assistance programs. Program eligibility is based upon guidelines which include an individual's household income, family size, medical needs, and state of residence. How a patient qualifies for financial assistance will determine the type of program for which they are eligible. Some patients will qualify for programs that do not require them to pay for services, while other programs may require an eligible patient to make a partial payment. Additionally, in Massachusetts, residents may qualify for Medical Hardship, a program available through the state's Health Safety Net. Regardless of household size and income, a person may qualify for Medical Hardship if their allowable medical expenses are greater than an established percentage of their household income. Patients determined ineligible for coverage under state or federal financial assistance programs will be evaluated for eligibility under the hospital's Charity Care Program.

How to Apply:

Information about BMCHS's Financial Assistance Policy, Charity Care Program, and application, are available as follows:

- Contact Patient Financial Counseling at (617) 414-5155 or visit an office location, Monday through Friday, from 8 AM to 5 PM, at:
  - BMC: Yawkey Building, 850 Harrison Avenue, 1st Floor Rm 1N62, Boston, MA. 02118
  - BMC - Brighton: 736 Cambridge St., Brighton, MA 02135
  - BMC - South: 235 N Pearl St., Brockton, MA 02301

- Visit the Hospital website at https://www.bmchealthsystem.org/patient-financial-assistance

- Make a written request for program information and application instructions by mail to:
  Boston Medical Center
  Attention: Patient Financial Counseling Office
  850 Harrison Ave
  Boston, MA 02118

Information is available to all patients in English, Spanish, Haitian Creole, Russian, Portuguese, Vietnamese, Cape Verdean, Arabic, Albanian, and Chinese. Assistance to complete an the application in other languages is available through MassHealth's interpretive services at 1-800-841-2900 or by calling Patient Financial Counseling at 617-414-5155 or visiting an office location.