

BMC Financial Assistance Policy: Plain Language Summary

Boston Medical Center, 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. BMC offers financial assistance to low-income, uninsured or underinsured patients, who demonstrate need and an inability to pay for healthcare. BMC 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 BMC'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:
 - Shapiro Center, 725 Albany Street, Suite 3C, Boston, MA. 02118; or
 - Yawkey Center, 850 Harrison Avenue, (Ground Floor), Boston, MA. 02118
- Visit the Hospital website at <https://www.bmc.org/services/patient-financial-assistance-program>
- Make a written request for program information and application instructions by mail to:
Boston Medical Center
Attention: Patient Financial Counseling
725 Albany Street, Suite 3C
Boston, MA 02118

Information is available to all patients in English, Spanish, Haitian Creole, Portuguese, and Portuguese Creole. 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 in Shapiro Center or Yawkey Center.