

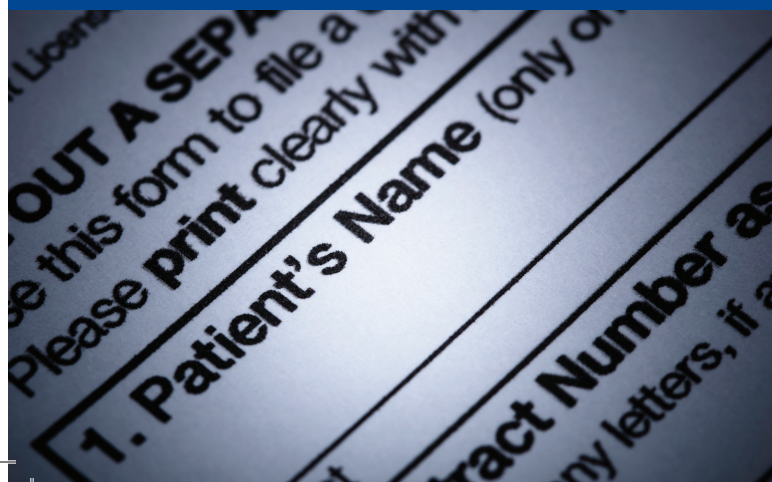
## How to get help paying your hospital bills

Nuvance Health is committed to helping patients with hospital bills.

Copies of the Nuvance Health **Financial Assistance Policy** and applications for financial assistance are available at the Facility Business Unit, Registration Department, Emergency Department or the Office of Community Relations. The applications are available in English, Spanish, Portuguese and other languages common to our communities.

Nuvance Health Hospitals (Danbury, New Milford, Norwalk and Sharon Hospitals in CT, and Vassar Brothers Medical Center, Northern Dutchess Hospital and Putnam Hospital in NY) will make a determination on your eligibility for financial assistance as soon as possible after receiving a completed application for assistance. You will receive written notice of the outcome of your case.

In the event your application is rejected, we will provide you with the reason for the rejection and provide you with information on how to appeal the determination. In the event you choose to appeal, we will work with you to ensure we take into account all relevant facts when making our final determination.



[nuvancehealth.org/financialassistance](https://nuvancehealth.org/financialassistance)



# Financial assistance



461284\_Update Financial Assistance Plain Language Summary\_Tri\_ENG\_F\_23.indd

Qualifying for assistance with your medical bills



## Are you uninsured or having problems paying your hospital bills?

We may be able to help. If you are coping with a personal financial hardship due to lack of insurance or extraordinary medical costs, financial assistance may be available to cover some or all of the costs of inpatient, outpatient and emergency services provided by Nuvance Health Hospitals (Danbury, New Milford, Norwalk and Sharon Hospitals in CT, and Vassar Brothers Medical Center, Northern Dutchess Hospital and Putnam Hospital in NY).

**Please note:**

Nuvance Health Hospitals will always provide emergency medical treatment without regard to your ability to pay.

### Criteria

Our hospitals will provide you with financial assistance in the event that **one or more** of the following conditions are met:

- You have one or more outstanding balances due to Nuvance Health Hospitals or other providers.

- You have applied and been denied eligibility for any medical or health care coverage provided under Medicaid or state programs due to failure to satisfy income or other eligibility requirements.
- You are not eligible for coverage for hospital services under any other health or accident insurance program (including workers' compensation, third-party liability or motor vehicle insurance).
- Your family income is at or below 400% of the Federal Poverty Income Guidelines (based on the annual Federal Poverty Income Guidelines).

If your family income is above 400% of the Federal Poverty Income Guidelines and you are facing significant medical bills, you may still be eligible for a discount on hospital charges.

### How can you get help?

Our trained financial counselors are available to assist you in determining whether you qualify for financial assistance. Our financial counselors can assist you with applying for financial assistance from government programs and with establishing payment arrangements. They also can approve adjustments to your balance based on financial

need and/or medical hardship. Any patient who qualifies for financial assistance from Nuvance Health will not be charged more than the amounts generally billed (AGB) for emergency or medically necessary care.

### Please contact us

For any questions, or to receive a copy of the Financial Assistance Policy and an application for financial assistance by mail, email or in hard copy, call or visit Patient Financial Services at:

- **Danbury Hospital:** (203) 739-7773  
24 Hospital Avenue, Danbury, CT 06810  
(Walk-in, Mon–Fri, 9 am–4 pm)
- **Norwalk Hospital:** (203) 899-1579  
34 Maple Street, Norwalk, CT 06856  
(Walk-in, Mon–Fri, 9 am–4 pm)
- **New Milford Hospital:** (860) 210-5427  
21 Elm Street, New Milford, CT 06776
- **Sharon Hospital:** (860) 364-4275  
50 Hospital Hill Road, Sharon, CT 06069  
(Walk-in, Mon–Fri, 8 am–4:30 pm)
- **Vassar Brothers Medical Center:** (845) 431-5693  
45 Reade Place, Poughkeepsie, NY 12601  
(Walk-in, Mon–Fri, 8:30 am–5 pm)
- **Putnam Hospital:** (845) 279-5711 x4789  
670 Stoneleigh Avenue, Carmel, NY 10512  
(Walk-in, Mon–Fri, 7:30 am–4 pm)
- **Northern Dutchess Hospital:** (845) 871-4347  
6511 Springbrook Avenue, Rhinebeck, NY 12572  
(Walk-in, Mon–Fri, 8 am–4 pm)

