



## Charity Care Program

Dear Patient:

Orleans Community Health has designed a Charity Care Program to help New York State residents with their medical. In order to complete this process, you must also have exhausted all other means of obtaining insurance coverage, including Medicaid and Child Health Plus. Please call, 585-798-8095 to make an appointment with our Financial Counselor to apply for Medicaid, Child Health Plus or the Marketplace. To apply online go to [www.nystateofhealth.ny.gov](http://www.nystateofhealth.ny.gov).

Depending on your income level, your cost for services could be free or you could be charged a reduced rate.

If approved for either program, the coverage is valid for six months from the date on your application. Specific services that are not included under these programs are those services not provided by Orleans Community Health, such as Emergency Room physicians, Radiology reading physician, Surgeon, Anesthesiologist and Cardiologist fees.

In order to complete this process, you must also have exhausted all other means of obtaining insurance coverage, including Medicaid and Child Health Plus.

- If deceased - documentation via the probate court must have “No Estate”
- Bankruptcy - must be documented by “Discharge of Debtor” notice from the courts
- Indigent - patient must follow the Charity Care Process and must have appropriate documentation of indigence

All other patients must provide denials for Medicaid and Child Health Plus (for your children, if applicable), along with your completed application. Your Medicaid denial must be for income reasons only, not for procedural reasons.

You must submit proof of all income for the last 12 months by providing one or more of the following: income tax return, 4 consecutive paystubs, unemployment documentation, social security or pension check or any other household proof of income.

**Our policy states, once you are approved we can only go back 90 days for services prior to the date application.**

The Charity Care program is NOT an insurance coverage. If approved by Orleans Community Health, it is only valid for services provided by Orleans Community Health. You must apply at other facilities in order to be covered elsewhere.

If you would like to apply for the Orleans Community Health Charity Care program, please fill out the attached application and mail it to the address at the bottom of the application with the supporting documents or you can drop them off at any Orleans Community Health location.

If you have any questions regarding what information is required, please call (585)798-8095 or (585) 798-8053. We thank you for choosing Orleans Community Health for your healthcare needs. We are confident you will be happy with the services you will receive at our facility.

Sincerely,

Mark Cyé  
Chief Financial Officer

Specific services that are not included under these programs are those services not provided by Orleans Community Health, such as Emergency Room physicians, Radiology reading physician, Pathologist, Anesthesiologist and Surgeons.

## Contracted Physicians

### **Anesthesia Group:**

Niagara Frontier Anesthesia Services, LLP  
4185 Seneca Street  
Suite 11  
West Seneca, NY 14224  
(716) 674-8189

### **Pathology Services:**

Quest Diagnostics of Pennsylvania, Inc.  
4 Parkway Center  
875 Greentree Road  
Pittsburgh, PA 15220  
(866) 697-8378

### **Emergency Department**

Emergency Physician Services of NY  
PO Box 636008  
Cincinnati, OH 45263-6008  
(888) 952-6772

### **Radiology Services:**

Radiology Solutions Associates, PLLC  
90 Office Parkway  
Lower Level  
Pittsford, NY 14534  
(585) 267-7510

# Orleans Community Health

## Charity Care Application Process Guide

The Charity Care Program provides assistance with medical bills for those who qualify.

To apply complete the Charity Care Application and return with the following required documentation:

1. Current New York State Income Tax return which indicates Adjusted Gross Income (This is not required but helpful in making a determination of your application)
2. A New York State Medicaid screening/determination

Please call 585-798-8095 to make an appointment with our Financial Counselor who can assist you with this.

3. Pay Stubs – last 4 consecutive pay periods.

For other types of income the list is on the first page of the Charity Care Application to assist you in choosing the appropriate documentation.

- Deceased patients must have “No Estate” documentation via the probate court
- Bankruptcy must be documented by “Discharge of Debtor” notice from the courts
- Indigent patients must have appropriate documentation of indigence

**INCOMPLETE APPLICATIONS WILL BE RETURNED UNPROCESSED**

**SERVICE(S) RECEIVED MORE THEN 3 MONTHS BEFORE APPLICATION WILL NOT BE CONSIDERED**

**For assistance in the application process call (585)798-8095**