

Financial Assistance FAQs

Financial Assistance Frequently Asked Questions

Financial Assistance is a program offered by Orleans Community Health that allows persons to receive medically necessary care at no charge or at a reduced charge when they meet financial eligibility requirements. If there are further questions that are not answered below, please contact our Financial Assistance Officer at 585-798-8094.

Q. When can I apply for assistance and how long is it effective?

A. You can apply before you have an appointment, when you come to the hospital to get care, when the bill comes in the mail or afterwards. Financial Assistance approvals are either on an account by account basis or for a specific period of time.

Q. How is eligibility determined?

A. Applicants for Financial Assistance may be directed to our Financial Counselor for Medicaid eligibility screening. Financial Assistance applications must be completed and submitted with wage/income statements and/or the previous year's income tax return, and a copy of the Medicaid denial.

Eligibility is determined by measuring the household income against current poverty income guidelines established by the Federal Government.

Q. What services are covered under this program?

A. All services within the Orleans Community Health umbrella, Medina Memorial Hospital outpatient and inpatient services, Physical Therapy Services, Renal Dialysis, Orleans Health in Albion

Q. Are there limits to eligibility based on residency?

A. New York State residents (citizens and aliens) who need emergency services may receive care and get a discount if they meet the financial requirements and complete the Financial Assistance application process. Individuals may get a discount on medically necessary services if they meet the financial requirements and complete the Financial Assistance application process. .

Q. What happens after I apply?

A. A determination will be based on information provided. You will be notified in writing of the determination:

- 100% approval.
- Partial Approval: Those who have been accepted and who have income between 201% and 400% of federal income poverty guidelines will receive a partial Financial Assistance discount based on the Medicare reimbursement rate or total charges, whichever is less.
- Denial: Denials are based on information provided by the patient and will be specific as to what Financial Assistance eligibility criteria the patient did not meet. Denials related to missing information or incomplete information will be reconsidered once the information is provided.

Q. What if I receive a bill while I'm waiting to hear if I am approved?

A. You cannot be required to pay a hospital bill while your application for a discount is being considered. If your application is turned down, the hospital must tell you why in writing and must provide you with a way to appeal this decision to a higher level within the hospital. You may also contact our Financial Counselor directly at 585-798-8094.

Q. If I have health insurance may I still qualify for any type of discount?

A. Yes, if approval is made any discount awarded would be applied to balances after the insurance payment has been received.

Q. If I am responsible for a balance, may I make payment arrangements?

A. Orleans Community Health accepts payment arrangements. A Patient Accounting representative will assist you in determining the payment arrangements based on your income and the balance of your bills.

Q. Are translator services available?

A. Yes, translator services are available to assist with the application process. To request interpreter assistance, please call 585-798-8094.