



UMass Memorial Health Care Financial Assistance Policy- Plain Language Summary

Overview

It is the policy of UMass Memorial Health Care (“UMMHC”) to offer free or discounted care to patients with demonstrated financial need for medically necessary, urgent or emergency care at all locations of the following hospitals: UMass Memorial Medical Center, Clinton Hospital, Health Alliance Hospital, and Marlborough Hospital. UMMHC provides several options to reduce the out of pocket costs to patients with demonstrated financial need, including helping patients enroll in the Health Safety Net Program and other insurance programs sponsored by the Commonwealth of Massachusetts, prompt pay discounts, payment plans and the UMMHC Financial Assistance Program described below. In addition, the UMass Memorial Medical Group offers a separate financial assistance program on a sliding fee basis.

UMMHC Hospital Financial Assistance Program

How to qualify

Financial assistance is available to patients and their family members with household income less than 600% of the Federal Poverty Guidelines. If you qualify you will not be billed more than the amount generally billed to patients with insurance coverage.

In order to be determined eligible you must:

- Apply for any state or governmental medical assistance program for which you may be eligible.
- Complete, sign and date the Financial Assistance Application.
- Provide verification of all household income.
- Return your completed application to the Financial Counseling Department.

How to apply

Contact the Patient Financial Counseling Department to request, free of charge, a paper copy of the Financial Assistance policy, the Financial Assistance Application and instructions on how to fill it out. This request may be made by telephone, in person or email.

UMassMemorial Patient Financial Counseling contact information:

- Telephone: 508-334-9300
- Email: needinsurance@umassmemorial.org
- Address: 306 Belmont St, Worcester, MA 01604

This summary of the UMMHC Hospital Financial Assistance policy and the Financial Assistance Application and instructions on how to fill it out, are available in English, Spanish, Portuguese, Vietnamese and Arabic on the UMassMemorial Health Care web site: www.umassmemorialhealthcare.org under the Patient and Visitors tab.