



## Financial Assistance Policy - Plain Language Summary

Northwell Health's Financial Assistance Policy ("FAP") exists to provide eligible patients, partially or fully-discounted emergency or medically necessary healthcare services provided by its hospital facilities and any substantially related entities (as defined by the IRS). Patients seeking financial assistance must apply for the program, which is summarized herein.

Eligible Services - In general, the FAP applies to emergency or medically necessary health services provided and billed by Northwell Health's hospitals, and any substantially related entities (as defined by the IRS).

Eligible Patients - In general, patients within Northwell Health's service area, receiving eligible services, who submit a complete Financial Assistance Application ("Application"), which includes related documentation/information), and who are determined eligible for financial assistance by Northwell Health.

How to Apply - FAP and related Application Form may be obtained/completed/submitted as follows:

- At each Northwell Health hospital facility's main Registration desk or Emergency Room desk;
- Request documents to be mailed to you, by calling Northwell Health's Financial Assistance Unit at 1.800.995.5727;
- Request documents by mail/or visiting in person respective hospital facility, see listing;
- Download the documents from Northwell Health's website: [www.northwell.edu/billing-and-insurance/financial-assistance-programs-policies/financial-assistance-policy](http://www.northwell.edu/billing-and-insurance/financial-assistance-programs-policies/financial-assistance-policy);
- Mail completed Applications (with all documentation/information specified in the application instructions) to the respective financial assistance department based upon the hospital facility that provided the services, see listing below.

Determination of Financial Assistance Eligibility - In general, Eligible Patients may receive financial assistance, using a sliding scale, when their Family Income is at or below 500% of the Federal Government's Federal Poverty Guidelines ("FPG"). Eligibility for financial assistance means that Eligible Patients will have their care covered fully or partially, and they will not be billed more than "Amounts Generally Billed" ("AGB") to insured persons (AGB, as defined in IRC Section 501(r) by the Internal Revenue Service). Financial Assistance levels, based solely on Family Income and FPG, are:

- Family Income at 0 to 100% of FPG  
Full Financial Assistance; \$0 or the nominal payment level as defined by New York State Department of Health is billable to the patient.
- Family Income at 101% to 500% of FPG  
Partial Financial Assistance; AGB is maximum amount billable to the patient.

Other relevant criteria in addition to FPG may be considered in determining eligibility (see Financial Assistance Policy), which may result in exceptions to the preceding. Northwell Health's financial assistance departments will review submitted applications which are complete, and determine financial assistance eligibility in accordance with the Financial Assistance Policy.

Applicants who provide incomplete FAP applications will be notified and given an opportunity to provide the missing documentation/information in order for a determination to be made with respect to eligibility for financial assistance.

Northwell Health also translates its Financial Assistance Policy, Financial Assistance Application and this Plain Language Summary of its Financial Assistance Policy in other languages wherein the primary language of the residents of the community served by the Northwell Health hospital facility represents the lesser of 5 percent or 1,000 individuals within the population likely to be affected or have an encounter with a Northwell Health facility. Translated versions are available upon request in person; at the addresses below; and on Northwell Health's website.

For help, assistance or questions please visit: a Northwell Health hospital facility main registration desk or Emergency Room desk at the site; offsite locations at the addresses listed below in-person, Monday through Friday from 9:00 AM to 5:00 PM. A financial counselor can also be reached by phone at 1-800-995-5727.

**Northwell Health financial assistance unit provides services for the following facilities:** North Shore University Hospital, Long Island Jewish Medical Center, Long Island Jewish Forest Hills, Long Island Jewish Valley Stream, Cohen Children's Medical Center, The Zucker Hillside Hospital, Orzac Center for Rehabilitation, Huntington Hospital Association, Lenox Hill Hospital, Manhattan Eye, Ear and Throat Hospital, Staten Island University Hospital, Glen Cove Hospital, Plainview Hospital, Southside Hospital and Syosset Hospital.

Northwell Health  
Financial Assistance Unit  
35 Pinelawn Road  
Melville, NY 11747-9001  
Phone: 1.800.995.5727

Mailing address:  
Northwell Health  
Financial Assistance Unit  
PO Box 9001  
Melville, NY 11747-9001  
Web address: [www.northwell.edu/billing-and-insurance/financial-assistance-programs-policies/financial-assistance-program](http://www.northwell.edu/billing-and-insurance/financial-assistance-programs-policies/financial-assistance-program)

**Northern Westchester Hospital**  
Financial Assistance Unit  
400 East Main Street  
Mount Kisco, NY 10549-1096  
Phone: 914.666.1512  
Web address: [www.nwhc.net/for-patients-and-visitors/financial-assistance](http://www.nwhc.net/for-patients-and-visitors/financial-assistance)

**Phelps Memorial Hospital Center**  
Financial Counseling  
701 North Broadway  
Sleepy Hollow, NY 10591-1096  
Phone: 914.366.3133  
Email - [billing@pmhc.us](mailto:billing@pmhc.us)  
Web address: [www.phelpshospital.org/patient-visitor-info/billing/](http://www.phelpshospital.org/patient-visitor-info/billing/)

**Peconic Bay Medical Center**  
Financial Assistance Coordinator  
1300 Roanoke Avenue  
Riverhead, NY 11901  
Phone: 631.548.6099  
Web address: [www.pbmchealth.org/medical-centers-and-services/peconic-bay-medical-center/billing/](http://www.pbmchealth.org/medical-centers-and-services/peconic-bay-medical-center/billing/)