

### **How much do I have to pay?**

Discounts are determined based on the income test described above. You can pay as little as \$0 if your income is 600% or less of the Federal Poverty Level (FPL) and meet all the other qualifications for eligibility.

Our Financial Counselor will give you the details about your specific discount(s) once your application is processed.

### **How do I get the discount?**

You have to fill out the application form. As soon as we have the information on your residency, income, and family size we can process your application for a discount.

You can apply for a discount before you have an appointment, when you come to the hospital to get care, or when the bill comes in the mail. Send the completed form to any of the locations listed above.

Patients will have at least two hundred and forty (240) days from the date of service or discharge to apply for financial assistance. Patients will have a least another twenty days from receipt of the application materials from the hospital to provide the information.

### **How will I know if I was approved for the discount?**

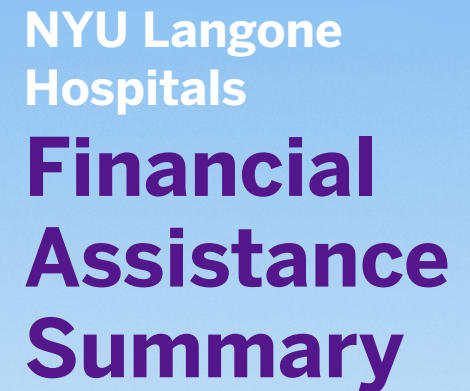
The Hospital will send you a letter within 30 days after completion and submission of the application, telling you if you have been approved and the level of discount you qualify for.

### **What if I receive a bill while I'm waiting to hear if I can get a discount?**

You are not 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 a means to appeal the decision to a higher level within the Hospital.

### **What if I have a problem I cannot resolve with the Hospital?**

You may call the New York State Department of Health complaint hotline at 1-800-804-5447.

The title "NYU Langone Hospitals Financial Assistance Summary" is displayed in a large, bold, purple font against a light blue background. The text is arranged in four lines: "NYU Langone", "Hospitals", "Financial", and "Assistance Summary".

# **NYU Langone Hospitals Financial Assistance Summary**



NYU Langone Hospitals recognizes that there are times when patients in need of care will have difficulty paying for the services provided. The Hospital provides discounts to qualifying individuals based on income. In addition, we can help you apply for free or low-cost insurance if you qualify. Just contact one of our Financial Counseling Offices at these convenient locations for free, confidential assistance.

**Manhattan Tisch and Langone Orthopedic Hospital (LOH)**

- Tisch: 550 1st Avenue, Room Tisch SK 1-33
- LOH: 301 East 17th Street, Room 203B
- Phone # 1-866-486-9847

**Brooklyn:**

- 150 55th Street, Suite LB 2940
- Phone # 1-718-630-6252

**Long Island:**

- 131 Mineola Blvd., Suite 105
- Phone # 1-516-663-8373

For more information please visit our website at [www.nyulangone.org/insurance-billing-financial-assistance](http://www.nyulangone.org/insurance-billing-financial-assistance)

**Who qualifies for a discount?**

Financial assistance is available for patients with limited incomes who have no health insurance or have exhausted their health insurance benefits. Every New York State resident who needs medically necessary services and every person who needs emergency services at any of our hospital locations. You cannot be denied medically necessary care because you need financial assistance. You may apply for a discount regardless of immigration status.

**What are the income limits?**

The amount of the discount varies based on your income and the size of your family. If you have no health insurance, exhausted your insurance benefits, incurred deductibles, co-pays, or coinsurance, then please visit our website at [www.nyulangone.org/insurance-billing-financial-assistance](http://www.nyulangone.org/insurance-billing-financial-assistance) or the most recent NYS Federal Poverty Levels (FPL) and to see what discount applies to you based on your income level and household size.

**What if I do not meet the income limits?**

If you cannot pay your bill, the Hospital can offer a payment plan. The amount you will pay depends on your income but in any event will not exceed 10% of your gross monthly income.

**Can someone explain the discount?**

**Can someone help me apply?**

Yes, free confidential help is available. Call one of our Financial Counseling Offices:

**Manhattan:** 1-866-486-9847

**Brooklyn:** 1-718-630-6252

**Long Island:** 1-516-663-8373

The Financial Counselor can tell you if you qualify and help you apply for free or low-cost insurance, such as Medicaid or a NY State of Health marketplace plan. If the Finance Counselor finds that you don't qualify for low-cost insurance, they will help you apply for a discount. The Counselor will help you fill out all the forms and tell you what documents you need to bring. If you do not speak English, someone will help you in your own language.

**What do I need to apply for a discount?**

The Financial Counselor will provide you with an application or you can print one from our website at [www.nyulangone.org/insurance-billing-financial-assistance](http://www.nyulangone.org/insurance-billing-financial-assistance). Just complete the application and submit it to one of our Financial Counseling locations.

**What services are covered?**

This Policy does not cover: cosmetic procedures; services provided by physicians and other health care providers who treat you at NYU Langone Hospitals but are not employed by the hospital and bill separately from the Hospital, such as physicians employed by NYU Grossman School of Medicine in their private practice, anesthesiologists, radiologists, private duty nurses, ambulette service providers, home care service providers; elective procedures for patients who are enrolled in HMO/ commercial insurance plans which do not contract with the Hospital; and discretionary charges such as telephones, televisions and private room differential charges.