

Additional provider bills you may receive:

Other service providers may also be involved in your care. ECHN and ECHN Medical Group have contracts with these providers to perform certain services. Examples of these services include:

- A radiologist from Eastern CT Imaging who interprets your x-ray results.
- An Anesthesiologist from Anesthesia Associates of Willimantic PC who provides anesthesia services for your surgery or procedure.
- A pathologist from Eastern CT Pathology Consultants who analyzes a tissue sample that is received after surgery.

## Estimates

To obtain an estimate for services please contact a Financial Clearance Associate 860.646.1222, ext. 4707 or 4708.

For any additional billing questions, please call 860.533.6565.

### Our Network of Affiliates Includes:

#### Hospitals

- Manchester Memorial Hospital
- Rockville General Hospital

#### Blood Draw Centers

Located in Coventry, Ellington, Glastonbury, Manchester, South Windsor and Tolland.

#### Rehabilitation Facilities

Located in Ellington, Glastonbury, South Windsor and Vernon.

#### Imaging Centers

Located in Glastonbury, South Windsor and Tolland.

#### ECHN Medical Group

Primary care offices located in East Hartford, Ellington, Manchester, Rockville, South Windsor and Vernon.

#### Specialty Care Services

Cardiology, Endocrinology, Gastroenterology, General Surgery, Neuromuscular Medicine and Bariatric Surgery.

#### Home Care Services

- Visiting Nurse & Health Services of CT
- A Caring Hand

#### Long-Term/Skilled Nursing Care

- Woodlake at Tolland Nursing & Rehabilitation Center

#### In Partnership With

- Aetna Ambulance Service
- Ambulance Service of Manchester
- CorpCare Occupational Health
- Eastern Connecticut Cancer Institute
- Evergreen Endoscopy Center
- Tolland Imaging Center
- Walden Behavioral Care



ECHN complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. ATTENTION: if you speak English or any other language, language assistant services are available to you free of charge. Call 860.646.1222.



## Financial Services

A financial guide to hospital and other medical services



## Financial Assistance

**ECHN's Financial Assistance Policy (FAP) exists to provide financial assistance to persons who have healthcare needs and are uninsured, underinsured, ineligible for a government program, or otherwise unable to pay for medically necessary care based on their individual financial situation.**

**Eligible Services:** Financial Assistance is only available for emergency or other medically necessary services. Not all services provided within ECHN hospital facility are covered under the FAP. Certain services which are billed separately by other providers may not be covered. Please refer to the appendix of ECHN's FAP for a list of providers that provide healthcare services within the hospital facility.

**Eligible Patients:** Patients receiving eligible services, who meet the eligibility criteria and submit a completed financial assistance application.

**Uninsured Patients:** Patients who have no level of insurance or third party assistance to assist in meeting his or her payment obligations for healthcare services.

**Under-Insured Patients:** Patients who have some level of insurance or third party assistance but still have out-of-pocket expenses such as high deductible plans that exceed his or her level of financial resources.

**How to Apply:** The FAP and Financial Assistance Application may be obtained/completed/ submitted as follows: download the documents from the ECHN website: <http://www.echn.org/financial-assistance-charity-care>.

Paper copies are available within various areas throughout ECHN's facilities. This includes but is not limited to the hospital emergency rooms, the urgent care center in South Windsor, patient registration areas and the Patient Access Department located at 71 Haynes St, Manchester, CT 06040.

A copy of the Financial Assistance Policy or application can be mailed to you by contacting the Financial Counselor's office at 860.646.1222 ext. 2768.

**Financial Counseling:** ECHN provides onsite financial counseling to our uninsured and under-insured patients. This includes an explanation of the payment plan options available, the billing process and an assessment of your financial needs.

**Financial Assistance Eligibility:** Generally, patients may be eligible for financial assistance when their family income is less than or equal to 250% of the Federal Poverty Level (FPL). Additionally, patients may be eligible for partial financial assistance if their family income is greater than 250% but less than or equal to 500% of FPL. level of financial resources.

Patients can visit <http://www.echn.org/financial-assistance-charity-care> to review the FA policy which contains the federal poverty level guidelines and chart.

**Facility Billing:** It is our responsibility to help you understand the care you will receive and the associated costs of that care. Please be aware that this facility is a hospital-based facility of Eastern Connecticut Health Network (ECHN), which means that the cost for certain services may be higher than those offered at non-hospital-based facilities. Hospital-based facilities charge a facility fee that is separate from, and in addition to, the professional fee charged by the provider. Please note that this charging practice is usual and customary in healthcare, and is not new or unique to ECHN. This notice is being provided to help you understand the existing practice so that you can make informed decisions about your care.

Charges at this facility will include all tests required and ordered by your physician or self-elected screening appointments. Please be advised that depending upon your insurance coverage, you may be personally responsible for all of, or a portion of, the bills for the facility and/or the physician fees. The actual costs will be defined by the services you receive.