

The Jamaica Hospital Medical Center

Financial Assistance Summary

The Jamaica Hospital Medical Center recognizes that there are times when patients in need of care will have difficulty paying for the services provided. The Jamaica Hospital Financial Aid Program provides discounts to qualifying individuals based on your income. In addition, we can help you apply for free or low-cost insurance if you qualify. For further help, please contact our Financial Office at 718-206-8270. You can also visit us directly at the Jamaica Hospital Financial Office, located at 90-28 Van Wyck Expressway, 2nd Floor, Richmond Hill, NY, 11418, for free, confidential assistance.

To obtain a free copy of our Financial Assistance Policy (FAP) and FAP application, you can do any of the following:

- E-mail us at enroll@jhmc.org
- Go to our website at jamaicahospital.org and click on the banner for “Financial Assistance” where you will be able to download the FAP and FAP application
- Request information by writing to us at the above address, Attention: Financial Office

Our FAP and FAP application is available in Spanish, Chinese, Korean, French, Creole, Russian, Hindi, Bengali and Arabic and Italian. Please go online to download these documents in your preferred language.

Who qualifies for a discount?

Financial assistance is available for patients with limited incomes and no health insurance. The program is also available for patients whose medically necessary services are not covered by their health insurance or who have exhausted their insurance benefits. All qualifying individuals for financial assistance will not be charged more than the amounts generally billed (AGB) to Medicaid for any emergency or medical services rendered.

Everyone in New York State who needs emergency services can receive care and get a discount if they meet the income limits.

Co-pays, co-insurance, deductibles and cosmetic procedures/services are not covered by the program.

Everyone who lives in Queens, the Bronx, Kings (Brooklyn), New York (Manhattan), Richmond (Staten Island), or Nassau County can get a discount on non-emergency, medically necessary services at Jamaica Hospital if they are uninsured and meet the income and other financial assistance requirements.

You may apply for financial assistance 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, these are the income limits: Depending on circumstances, you may qualify for financial assistance even if your income exceeds these limits.

Family size	Annual Family Income	Monthly Family Income	Weekly Family Income
1	Up to \$36,420	Up to \$3,035	Up to \$700
2	Up to \$49,380	Up to \$4,115	Up to \$949
3	Up to \$62,340	Up to \$5,195	Up to \$1,198
4	Up to \$75,300	Up to \$6,275	Up to \$1,448
5	Up to \$88,260	Up to \$7,355	Up to \$1,697
6	Up to \$101,220	Up to \$8,435	Up to \$1,946

* Based on the 2018 Federal Poverty Guidelines

What if I do not meet the income limits?

If you cannot pay your bill, Jamaica Hospital offers a payment plan to those patients that meet the income limits. The amount you pay depends on the amount of your income. Depending on circumstances, you may qualify for a payment plan even if your income exceeds these limits.

Can someone explain the discount? Can someone help me apply?

Yes, free, confidential help is available. Call the Financial Investigation Department at 718-206-8270.

If you do not speak English, someone will help you in your own language.

The Financial Counselor can tell you if you qualify for free or low-cost insurance, such as Medicaid, Child Health Plus, Qualified Health Plan or Financial Assistance.

If the Financial Counselor finds that you don't qualify for low-cost insurance, they will help you apply for a discount.

The Financial Counselor will help you fill out all the forms and tell you what documents you need to bring.

What do I need to apply for a discount?

To apply for financial assistance, you will need a form of picture ID, proof of address, four weeks of pay stubs or last year's W-2, and/or a statement indicating how you are supporting yourself or are being supported.

If you can not provide any of these, you may still be able to apply for financial assistance.

What services are covered?

All medically necessary services provided by Jamaica Hospital are covered by the discount. This includes outpatient services, emergency care, and inpatient admissions.

Charges from *private doctors* who provide services in the hospital may not be covered. You should talk to private doctors to see if they offer a discount or payment plan.

How much do I have to pay?

The amount for an outpatient service or the emergency room starts from \$0 for children and pregnant women, depending on your income. The amount for outpatient service or the emergency room starts from \$15 for adults, depending on your income.

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

Patient deposits are based on the patient's ability to pay and will be consistent with other financial aid being provided. Generally, payment arrangements (installment plans) will be offered to eligible patients (i.e., those with monthly incomes up to 300% of the Federal Poverty Level). Monthly installment payments are capped at 10% of the patient's gross monthly income.

How do I get the discount?

You have to fill out the application form. As soon as we have proof of your income, we can process your application for a discount according to your income level.

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 the Jamaica Hospital Financial Investigation Department at 90-28 Van Wyck Expressway, 2nd Floor, Richmond Hill, New York, 11418 or bring it directly to the Financial Investigation Department at the address indicated. You have up to 90 days after receiving services to submit the application.

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

Jamaica Hospital will send you a letter within 30 days after completion and submission of documentation, telling you if you have been approved and the level of discount received.

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

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.

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.



Financial Aid Application

Name _____

Address _____

Phone _____

Family size / number in household _____

	Patient Income	Spouse Income
Wages		
Social Security payment		
Unemployment compensation		
Disability		
Workers compensation		
Alimony/child support		
Dividends/interest/rentals		
All other income		
Total		

I affirm that the above information is true, complete, and correct to the best of my knowledge.

Signed _____ Date _____

If you have questions or need help completing this application, call the Financial Investigation Office at 718-206-8270 or (718) 206- _____.

If you have received a bill or bills from the hospital, check here: _____

Account Number: _____

You do not have to make any payment to the hospital until the hospital sends you a letter with its decision on your application.

**Please send completed form and attachments to:
 Financial Investigation Department
 Jamaica Hospital Medical Center
 90-28 Van Wyck Expressway, 2nd Floor
 Richmond Hill, NY 11418**