

Southcoast Health System Financial Assistance Policy (FAP) – Summary and How to Get Help

Help with your medical bills is available from Southcoast Health System (Southcoast Health) if you qualify. Patients who are uninsured, underinsured, ineligible for government benefits, or otherwise unable to afford care are encouraged to apply for financial assistance.

Free copies of the FAP, this summary, and applications are available in English, Spanish, and Portuguese, and Southcoast Health will make a decision on applications as soon as possible.

Services Eligible for Assistance – Emergency and Medically Necessary health care services provided by a Southcoast Health facility or provider if the services are billed by Southcoast Health. Services of outside providers, including but not limited to, pathology, radiology, and emergency physicians, are not covered by the FAP even if received in a Southcoast Health facility.

Who Qualifies for Help? – Financial assistance is available based on your household income.

- If your household income is 150% of the federal poverty guidelines or below, you may be eligible for free care for eligible services provided from Southcoast Health.
- If your income is between 150% and 300% of the federal poverty guidelines, you may be eligible for discounts on eligible services provided from Southcoast Health.
- If your income is **more than** 300% federal poverty guidelines, but less than or equal to 400% federal poverty guidelines and your annual medical expenses exceeded 40% of your income you may be eligible for discounts on eligible services provided from Southcoast Health.
- If you are eligible for financial assistance under the FAP you will not be charged more for emergency or other medically necessary care than amounts generally billed to individuals who have insurance.
- If you have insurance or assets to pay for your care, you may not be eligible for financial assistance.
- No patient eligible for financial assistance hereunder shall be charged more than amount generally billed for emergency or medically necessary services.
- Please refer to the full policy for a complete explanation and details. The complete FAP can be found on the Southcoast Health website at <https://www.southcoast.org/financial-assistance/>
- **REMINDER: You can always come to Southcoast Health's Hospitals in an emergency, regardless of your ability to pay.**

How Can I Apply for Financial Assistance? –Southcoast Health’s Patient Financial Services Department can help you review the Policy and fill out an application.

- To speak with someone about obtaining assistance, call by phone at 508-973-5070.
- To assist with your application, we offer language translations if needed, via phone or in-person.
- You can make an in-person appointment Monday through Friday **8:00 am – 4:00 pm**, **at the following locations:**

St Luke’s Hospital, 101 Page Street, New Bedford, MA 02740

Charlton Memorial Hospital, 363 Highland Avenue, Fall River, MA 02720

Tobey Hospital, 43 High Street, Wareham, MA 02571

Southcoast Center for Cancer Care, 206 Mill Road, Fairhaven MA, 02719