



Financial Assistance Program Summary

Geneva General Hospital, Soldiers & Sailors Memorial Hospital, FLH Medical, P.C.

UR Medicine Finger Lakes Health recognizes that there are times when patients in need of care will have difficulty paying for services provided. UR Medicine Finger Lakes Health allows all patients, uninsured, underinsured, or individuals who do not otherwise have the means to make full payment, the ability to apply for financial assistance. Patients applying for financial assistance will be evaluated using family size and income.

For additional information or free, confidential assistance with an application, please contact our Customer Service Representatives in the Patient Financial Services Office at the hospital, call 315-787-4150, or visit our website at www.flhealth.org.

How do I get a discount? You must complete the application form, which is available by calling a Customer Service Representative at 315-787-4150, at any Patient Access site, the Patient Financial Services Department, or on our website at www.flhealth.org/patient-financial-services. As soon as you provide us with proof of income, we will process your application for a discount, according to your income level and family size and whether you are uninsured or underinsured. You may apply for a discount before you have an appointment, when you come to the hospital to receive care, or when the bill comes in the mail to include during the collection process. The completed form can be mailed to Geneva General Hospital, Attn: Financial Counselor, 196 North Street, Geneva, NY 14456. You may also bring the form directly to the Patient Financial Services Department at Geneva General Hospital or the Access Department at Soldiers and Sailors Memorial Hospital.

How will I know if I was approved for the discount? You will be notified 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 UR Medicine Finger Lakes Health bill while your application for a discount is being considered. If your application is denied, the hospital will tell you why in writing and will 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 or Community Health Advocates at 888-614-5400.

Who qualifies for a discount? You cannot be denied medically necessary care due to inability to pay

or because you need financial assistance. Financial assistance is available to qualified patients who are at or below 400% of the Federal Poverty Level (See Federal Poverty Guidelines), based on the responsible party's annual household income, and the number of people in the family. You may apply for a discount regardless of immigration status.

What are the income limits? There is a discounted/sliding fee schedule available based on family size and income. The amount of the discount varies based on if you are uninsured, underinsured, and on your income and the size of your family. Patients with income at or below 200% of the Federal Poverty Guidelines, will be granted 100% Financial Assistance. Uninsured patients will be given a discount off the full charges of your visit regardless of your income.

<i>Family Size</i>	<i>Annual Family Income</i>
1	Up to \$ 62,600
2	Up to \$ 84,600
3	Up to \$ 106,600
4	Up to \$ 128,600
5	Up to \$ 150,600
6	Up to \$ 172,600

**Based on the 2025 Federal Poverty Guidelines

** Each additional family member add \$ 22,000

What if I do not meet the income limits? If you cannot pay your bill right away, we can offer you a payment plan option. The amount you pay per month depends on the amount of your income, not to exceed 5% 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 Customer Service Representatives at (315) 787-4150. If you do not speak English, someone will help you in your own language. The Representative will provide you information to assist in the completion of the application and what documents will be needed. If you are uninsured, our Medicaid Enrollment Specialist can tell you if you may qualify to apply for free or low-cost insurance, such as Medicaid, Child Health Plus, or the Essential Plan through the New York State Exchange.

What do I need to apply for a discount? Along with your completed application, you are required to provide proof of income from sources such as pay stubs. In limited circumstances, if you are not able to provide proof of income, contact us as you may still be able to apply for financial assistance.

What services are covered? All medically necessary services provided by Geneva General Hospital and Soldiers and Sailors Memorial Hospital, to include all hospital services, emergency care, inpatient, outpatient, associated physician practices, clinics, urgent cares, and FL Medical, P.C. are covered by the discount. Charges from private doctors who provide services in the hospital may not be covered. You should talk to your personal physician to see if they offer a discount or payment plan.