

How do I get the discount?

You must complete the application form, which is available by calling a Customer Service Representative at (315) 787-4150, at any Access site, Patient Financial Services Department, or on our website at www.flhealth.org/patient-financial-services. As soon as you provide us with proof of your income, we will process your application for a discount, according to your income level.

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. The completed form for care can be mailed to: Geneva General Hospital, Attn: Patient Financial Services, 196 North Street, Geneva, NY 14456.

You may also bring the form directly to the Patient Financial Services Department at either hospital. Requests for Financial Aid discounts must be made within 90 days of date of service.

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

You will be notified within 20 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 denied, 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 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 the services provided.

Our Financial Assistance Program assists low-income, uninsured and underinsured individuals who are not able to pay medical bills.

In addition, we can help you apply for insurance through the New York State of Health, including Medicaid and Child Health Plus.

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.

Who qualifies for a discount?

No one will be denied access to services due to inability to pay. There is a discounted/sliding fee schedule available based on family size and income. Anyone with insurance will be given a discount off the full charges of your visit regardless of your income. 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. These are the income limits:

Family Size	Annual Family Income
1	Up to \$ 60,240
2	Up to \$ 81,760
3	Up to \$ 103,280
4	Up to \$ 124,800
5	Up to \$ 146,320
6	Up to \$ 167,840

* Based on the 2024 Federal Poverty Guidelines

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 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 Customer Service Representatives at (315) 787-4150. If you do not speak English, someone will help you in your own language.

The Customer Service Representatives are able to discuss insurance options with you to include providing assistance in applying for insurance through the New York State of Health. We can also determine if you may qualify for Medicaid or Child Health Plus.

If the Customer Service Representative finds that you don't qualify for insurance, they will help you apply for a discount under our Financial Aid program.

The Customer Service Representative 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?

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.

Unfortunately, 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.

How much do I have to pay?

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

Our Customer Service Representative will give you the details about your specific discount(s) once your application is processed.