



Availability of Financial Assistance

The Hospital is the frontline caregiver providing medically necessary care for all people who present to its facility and locations regardless of ability to pay. The Hospital offers this care for *all* patients that come to our facility 24 hours a day, seven days a week, and 365 days a year. As a result, the Hospital is committed to providing all of our patients with high-quality care and services. As part of this commitment, the Hospital works with individuals with limited incomes and resources to find available options to cover the cost of their care.

The Hospital will help uninsured and underinsured individuals apply for health coverage through a public assistance program or the Hospital's financial assistance program (including but not limited to MassHealth, the premium assistance payment program operated by the Health Connector, the Children's Medical Security Program, the Health Safety Net, and Medical Hardship), and work with individuals to enroll as appropriate. Assistance for these programs is determined by reviewing, among other items, an individual's household income, assets, family size, expenses, and medical needs.

The Hospital will assist patients in obtaining health coverage through public programs and financial assistance through other sources, including the Hospital, whenever appropriate. The Hospital may also be required to appropriately bill for and collect specific payments, which may include but not be limited to, applicable co-payments, deductibles, coinsurances, and other amounts for which the patient is responsible. When registering for services or if receiving a bill, the Hospital encourages patients to contact our staff to determine if they and/or a family member are in need of and eligible for financial assistance.

While we understand that each individual has a unique financial situation, information and assistance regarding eligibility for public assistance programs and/or coverage through the Hospital's financial assistance program may be obtained by contacting the Financial Counseling department. Our Financial Counselors are available Monday–Friday from 9am–5pm and every Saturday from 8am–4pm. Please contact the Financial Counseling Department at 781-624-4329 to make an appointment to meet with a certified application counselor. Please do not delay in speaking with a financial counselor to explore your options. Enrollment in programs is time sensitive.

More information about this policy and the Hospital's financial assistance program, including the application form and a plain language summary of the financial assistance policy, are available on the Hospital's website: www.southshorehospital.org/ccfap

Thank you for choosing South Shore Hospital for your care.