



# Heywood Hospital

Member of the Heywood Healthcare Family

## Financial Assistance Policy – Plain Language Summary (PLS)

*The Heywood Hospital Financial Assistance Policy (FAP) helps provide eligible patients partially or fully-discounted emergency or other medically necessary healthcare services provided at Heywood Hospital. Patients seeking financial assistance must apply for the program, which is summarized here:*

**Eligible Services** – Emergency or other medically necessary healthcare services provided by Heywood Hospital and billed by Heywood Hospital. The FAP only applies to services billed by Heywood Hospital. Other services separately billed by other providers, such as physicians or outside laboratories, are not eligible under the FAP.

**Eligible Patients**- Patients receiving eligible services, who submit a complete application (including related documentation/information) as described below, and who are determined eligible for Financial Assistance by Heywood Hospital.

**How to Apply** – Heywood Hospital’s FAP can be found at [www.heywood.org/financialservices](http://www.heywood.org/financialservices) and the related Application Form may be obtained or completed as follows:

**Application** – Applicants should contact one of our financial counselors at 978-630-6550 or 978-630-6562 to be screened for eligibility and to set up an appointment. Applicants will be instructed to bring verification and other documentation necessary to complete the application. The application is free of charge by any of the following methods:

**By mail:** By writing to the following address and requesting a paper copy of the financial assistance application: Heywood Hospital, Financial Counselor, 242 Green St. Gardner, MA 01440

**In person:** By stopping by the Financial Services department in person (Monday-Friday 7:30 a.m. to 4:00 p.m.) located at the following address: 242 Green St., Gardner, MA 01440

**By phone:** By calling Mass Health at 877-623-6765. Choose the option for filling out an application and a phone agent will then assist you in completing an application while you are on the phone.

**Online:** The Mass Health Application can be found at <https://www.mahealthconnector.org>. You can download it to create a paper copy or else you can fill out the application electronically and submit it while you are online. Our financial counselors are happy to assist with the online application during a scheduled appointment.

Unless you have done the phone or online submission of the Mass Health Application, the completed paper application should be signed and sent to the Health Insurance Processing Center, PO Box 4405, Taunton, MA 02780.

**Determination of Financial Assistance Eligibility** – Generally, persons are eligible for financial assistance, using a sliding scale, when their family income is at or below 300% of the Federal Government’s Federal Poverty Guidelines (FPG). Eligibility for financial assistance means that Eligible Persons will have their care covered partially or fully, and they will not be billed more than “Amounts Generally Billed” (AGB) to insured persons.

Heywood Hospital’s Financial Counselors review completed applications and determine financial assistance eligibility in accordance with Heywood Hospital’s Financial Assistance Policy. The policy can be found at [www.heywood.org/financialservices](http://www.heywood.org/financialservices). Incomplete applications are not considered, but applicants are given an opportunity to furnish the missing documentation or information. For help, assistance or questions, please call a Heywood Hospital Financial Counselor at 978-630-6550 or 6582.