

## SUMMARY OF GENERAL PAYMENT & FINANCIAL ASSISTANCE

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Mid-State Health Center (“MSHC”) is committed to providing access to health services to the community, regardless of the ability to pay. In order to reduce or eliminate any financial barriers to care for medically underserved populations, MSHC offers financial assistance to our patients. Assistance may range from discounted rates to free care depending on your household income and size. If you have insurance, or your health insurance does not cover your entire bill, you may qualify for assistance if you are a patient of Mid-State Health Center.

### **General Information:**

- Bring your insurance card(s) to each visit. Even if we have it on file or no changes since your last visit.
- Payments for services rendered or charges not covered by your insurance are due at the time of your visit.
- Self-pay patients, who are not eligible for other discounts, may receive a 30% prompt pay discount. This program is not available for dental services or in combination with sliding fee scale discounts.

### **Sliding Fee Scale Discount (SFS):**

This discount is not health insurance. Eligibility is determined through an application process that evaluates family size, and gross income. A “family” means a group of two people or more related by birth, marriage or adoption and residing together in the same household supported by the reported income, typically the people reported on a federal tax return.

The “fee” that you will pay is based Federal Poverty Guideline (FPL). Currently, Mid-State Health Center offers help to its patients with all incomes at or below 200% of the FPL.

Sliding fee scale discounts apply to all services directly provided Mid-State Health Center and for all in-scope services, provided by agreement by non-Mid-State Health Center providers. We are not able to provide financial assistance to services provided by external agencies (e.g., laboratory testing, Emergency Departments, or Radiology services) unless services are provided at an entity with a pre-arranged agreement. To ensure there is no disruption to your SFS benefits, please renew your application a month before your previous application expires.

### **Payment Plans:**

If you are unable to make a payment for medical and behavioral health services, you may be eligible for a payment plan. Please speak Patient Accounts at 603-536-4000 Option 5. Payment plans for account that have been sent to collections will need to be made with the collection agent directly.

### **WHERE TO GET AN APPLICATION:**

- Mid-State Health Center Plymouth Office: 101 Boulder Point Dr. Suite 1, Plymouth, NH
- Mid-State Health Center Bristol Office: 100 Robie Road, Bristol, NH
- Rise at Whole Village: 258 Highland Street, Plymouth, NH
- Contact Customer Service at 603.536.4000 and ask one to be mailed to you.
- Download an application at <http://www.midstatehealth.org>

**How to apply:** You can apply for help before receiving services. If you feel have an appointment and experience a significant change to your insurance coverage, we may be able to work with you. We ask that you submit a completed Sliding Fee Scale Application, along with all required documents, to the Patient Accounts Team located at: Mid-State Health Center, 101 Boulder Point Drive, Suite 1, Plymouth, NH 03264.

We encourage our patients to contact external agencies for information on discount programs or additional financial assistance options. Out-of-pocket for non-covered services after insurance may not be eligible for financial assistance.