

How do I get the discount?

You must complete the application and provide the necessary proof of income.

Once the application and necessary information is received we can process the application for a discount according to your income level.

You can apply before you have an appointment, when you come to the hospital for care or when you receive the bill in the mail.

Send the completed application with the required proof of income within 90 days after receiving services or your insurance payment to:

Oneida Healthcare
321 Genesee St., Oneida, NY 13421
Attention: Business Office

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

A Customer Service Representative will send you a letter within 30 days after the application is processed and required proof of income is received advising you if you have been approved and of the amount of the discount.

What if I receive a bill while I'm waiting to hear if I can get a discount?

You are not required to pay a hospital bill while your application is being considered. If your application is denied, the hospital will tell you why in writing within 20 days 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.

ONEIDA HEALTHCARE

FINANCIAL ASSISTANCE SUMMARY

Oneida Healthcare recognizes there are times when patients in need of care will have difficulty paying for the services provided. Oneida Healthcare's Financial Assistance Program provides discounts to qualifying individuals based on your income. For free, confidential assistance contact our Customer Service Representatives between the hours of 9:00am-3:00pm Monday –Friday at 315-363-6000. Ext 2048

Who qualifies for a discount?

Financial Assistance is available for patients with limited incomes, no insurance, those who are under insured and to patients with insurance who may have high deductibles or co- insurance amounts.

Everyone in New York State who needs emergency services, non-emergency or medically necessary services at Oneida Healthcare are eligible for a discount if they meet the income levels. You cannot be denied medically necessary care because you need financial assistance.

You may apply for a discount regardless of immigration status.

April 1, 2018

The amount of the discount varies based on your income and size of your family.

Federal Poverty Guidelines Used to Calculate Premiums, Cost-Assistance and Taxes in 2018

Household Size	100%	133%	150%	200%	250%	300%	400%
1	\$12,140	\$16,146	\$18,210	\$24,280	\$30,350	\$36,420	\$48,560
2	\$16,460	\$21,892	\$24,690	\$32,920	\$41,150	\$49,380	\$65,840
3	\$20,780	\$27,637	\$31,170	\$41,560	\$51,950	\$62,340	\$83,120
4	\$25,100	\$33,383	\$37,650	\$50,200	\$62,750	\$75,300	\$100,400
5	\$29,420	\$39,129	\$44,130	\$58,840	\$73,550	\$88,260	\$117,680
6	\$33,740	\$44,874	\$50,610	\$67,480	\$84,350	\$101,220	\$134,960
7	\$38,060	\$50,620	\$57,090	\$76,120	\$95,150	\$114,180	\$152,240
8	\$42,380	\$56,365	\$63,570	\$84,760	\$105,950	\$127,140	\$169,520
Sliding Scale	100%	89%	79%	69%	59%	49%	0%

What if I do not meet the income guidelines?

If you cannot pay your bill in full, Oneida Healthcare offers a payment plan to those patients that meet the income limits. The amount you pay depends on the amount of your income.

Can someone explain the discount? Can someone help me apply? What do I need to apply for a discount?

Yes, free, confidential help is available. Call the hospital Business Office for further information. If you wish to apply for financial assistance you will need to complete a Financial Assistance Application. Along with the application you will need to supply current pay stubs, a complete copy of your 1040 tax return and may be asked to supply copies of Pension or Social Security checks or bank statements. You may be requested to supply forms approving/denying unemployment benefits or workers compensation benefits. We will assist you through this process. All required information must be received within 30 days of the signed application. The hospital Customer Service Representatives may determine if a Medicaid application is necessary before approving Financial Assistance.

The hospital financial counselors will determine if a Medicaid application is necessary before approving Financial Assistance.

What services are covered?

All medically necessary services provided by Oneida Healthcare are covered. This includes outpatient services, emergency care and inpatient admissions. Financial assistance does not cover elective or cosmetic surgeries such as vasectomies, tubal ligations etc., co-pays, private room differential, telephone service or TV charges.

How much do I pay?

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