

Financial Assistance Summary

Olean General Hospital recognizes that there are times when patients in need of care will have difficulty paying for the services provided. Olean General Hospital's financial assistance program provides discounts to qualifying individuals based on income and family size. In addition, we can help you apply for free or low-cost insurance if you qualify. Please contact our Patient Financial Liaison at 716-375-6080 for free confidential assistance.

Who qualifies for a discount?

- Financial assistance is available for patients with limited incomes and no health insurance.
- Anyone who needs emergency services can receive care and get a discount if they meet the income limits.
- Everyone who lives in Cattaraugus County or the surrounding area can get a discount on non-emergency medically necessary services at Olean General Hospital if they meet the income limits. You cannot be denied medically necessary care because of your financial status.
- Financial assistance is contingent upon a patient's cooperation in following Olean General Hospital's application requirements as listed below.

What are the income limits?

The amount of the discount varies based on your income and the size of your family. The income limits are listed below:

Family Size	Annual Family Income	Monthly Family Income	Weekly Family Income
1	Up to \$ 47,520.00	Up to \$ 3,960.00	Up to \$ 990.00
2	Up to \$ 64,080.00	Up to \$ 5,340.00	Up to \$ 1,335.00
3	Up to \$ 80,640.00	Up to \$ 6,720.00	Up to \$ 1,680.00
4	Up to \$ 97,200.00	Up to \$ 8,100.00	Up to \$ 2,025.00
5	Up to \$ 113,760.00	Up to \$ 9,480.00	Up to \$ 2,370.00
6	Up to \$ 130,320.00	Up to \$ 10,860.00	Up to \$ 2,715.00

*Based on 2016 Federal Poverty Guidelines

What if do not meet the income limits:

If you cannot pay your bill all at once, Olean General Hospital offers a payment plan to those patients that do not meet the above income limits. The amount you pay depends on your income.

Can someone explain the discount? Can someone help me apply?

- Yes, free confidential help is available. Call our Patient Financial Liaison at 716-375-6080.
- A hospital representative can advise you how to apply for free or low-cost insurance such as Medicaid, Child Health Plus, or Family Health Plus.

If the Patient Financial Liaison finds that you do not qualify for low-cost insurance, they will help you apply for a discount. You will receive help completing forms and they will tell you what documents you need to provide.

What do I need to apply for a discount?

- Olean General Hospital will require a completed Financial Assistance application and proof of income such as a tax return or pay stubs. We may also request a Medicaid denial letter.
- If you cannot provide any of these, you may still be able to apply for financial assistance.
- Financial assistance applications may be obtained from our financial liaison cashier and/or Registration department. Forms are also available on our website at www.ogh.org. You may also request an application and copy of our policy by submitting a written request to:

Olean General Hospital
Attn: Patient Financial Liaison
515 Main Street
Olean, NY 14760

What services are covered?

All medically necessary services provided by Olean General Hospital are covered by the discount. This includes outpatient services, emergency care, and inpatient admissions.

How much do I have to pay?

Financial Assistance eligible individuals will not be charged more than the “amounts generally billed” to insured individuals for emergency or other medically necessary care. This is referred to the AGB or the “self-pay” rate.

Depending on your income, you could qualify for up to 100% off the self-pay rate. Our Patient Financial Liaison will provide you with details about your specific discount(s) once your application is processed.

How do I get the discount?

- Fill out the application form. Once we have proof of your income, we can process your application for a discount according to your income level.
- You can apply for a discount before you have an appointment when you come to the hospital to get care or when the bill comes in the mail.
- Send a completed form to Olean General Hospital or leave it with the cashier located in the main registration area. You have up to 90 days after receiving services to submit the application.

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

You will receive a letter from Olean General Hospital (usually within 30 days after completion and submission of documentation) telling you if you have been approved and the level of discount received

After applying the self-pay discount and/or after being approved and assigned to the appropriate financial class, you will be billed for any balance due. If the account remains unpaid after appropriate billing attempts, the account may be sent to a collection agency.

What if I receive a bill while I am 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 turned down, the hospital must tell you in writing the reason why it was turned down and 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 NY State Department of Health complaint hotline at 1-800-804-5447.

No one will be denied medically necessary services based on the inability to pay.