



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. In addition, we can help you apply for free or low-cost insurance, if you qualify. Just 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.

Everyone in New York State who needs emergency services can receive care and get a discount if they meet the income limits.

Everyone who lives in Cattaraugus County of 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 you need financial assistance.

What are the income limits?

The amount of the discount varies based on your income and the size of your family. If you have no health insurance, these are the income limits:

Family Size	Annual Family Income	Monthly Family Income	Weekly Family Income
1	Up to \$35,010.00	Up to \$2,917.50	Up to \$ 729.38
2	Up to \$47,190.00	Up to \$3,932.50	Up to \$ 983.13
3	Up to \$59,370.00	Up to \$4,947.50	Up to \$1,236.88
4	Up to \$71,550.00	Up to \$5,962.50	Up to \$1,490.63
5	Up to \$83,730.00	Up to \$6,977.50	Up to \$1,744.38
6	Up to \$95,910.00	Up to \$7,992.50	Up to \$1,998.13

*Based on 2014 Federal Poverty Guidelines

What if I 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 the amount of 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. If you do not speak English, Olean General Hospital has an interpreter service to help. 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.

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?

Depending on your income, you could qualify for up to 95% off the self pay rate. Our Patient Financial Liaison will give you the details about your specific discount(s) once your application is processed.

How do I get the discount?

You have to fill out the application form. As soon as 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?

Olean General Hospital will send you a letter usually within 30 days after completion and submission of documentation, telling you if you have been approved and the level of discount received.

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 why in writing and must 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.