

Financial Assistance Policy: Plain Language Summary

Financial Assistance Offered

MelroseWakefield Healthcare takes pride in providing the best care for every patient. MelroseWakefield Healthcare offers financial assistance to patients unable to pay for emergency and medically necessary care.

Am I Eligible?

Patients who have the means to pay are expected to pay for services received at MelroseWakefield Healthcare. However, eligibility for financial assistance is available to you and is based on multiple factors, including insurance coverage, income (Federal Poverty Level guidelines used to determine the amount of financial assistance offered), family size, assets, residency, and other medical bills.

Financial assistance is offered to patients who are uninsured and underinsured. Partial or full financial assistance will be granted based on a patient's ability to pay the billed charges.

Patients must fully comply with the application process, including submitting tax returns, bank statements and pay stubs, as well as, completing the application process for all available sources of assistance, including MassHealth (Medicaid) or other federal programs.

How do I apply?

If you are unable to pay, visit our website at www.melrosewakefield.org/fap where you can access, download, and print information about MelroseWakefield Healthcare's Financial Assistance Policy and the Application Form. You may also request a free copy of the Policy and Application Form be mailed to you by calling one of the counselors listed below. For assistance with the application, or to pick up a free copy of the Policy and the Application Form, you can call one of the numbers or visit a counselor at the addresses listed below. To schedule an appointment with a Financial Counselor call 781-338-7111.

Exclusions

The policy only applies to emergency and medically necessary services rendered at MelroseWakefield Healthcare. It does not apply to services rendered by independent physicians or practitioners that are not employed by MelroseWakefield Healthcare. This includes but is not limited to anesthesiologists, radiologists, pathologists, and laboratory specimens analyzed outside of MelroseWakefield Healthcare.

Other

No individual who is eligible for financial assistance will be charged more than amounts generally billed (AGB) for emergency or other medically necessary care.

For Non-English Speakers

The Financial Assistance Policy, Financial Assistance Application Form, and the Plain Language Summary are available in (1) Spanish; (2) Creole; (3) Italian; (4) Portuguese; (5) Chinese; (6) Vietnamese; or (7) Arabic at www.melrosewakefield.org/fap, or contact the financial counselors.

Financial Counselors Contact Information

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