

Do you need assistance  
completing an application?

Receive in-person assistance by  
going to the following locations:

**Mt. Ascutney Hospital and Health Center**

289 County Road, Windsor, VT 05089

**Ottauquechee Health Center**

32 Pleasant Street, Woodstock, VT 05091

**Mt. Ascutney Hospital Ophthalmology**

80 S. Main Street, Hanover, NH 03755

Call one of our  
**Financial Counselors at:**

**(802) 674-7471**

Or Windsor Community Health Clinic at:

**(802) 674-7213**

Please send completed  
applications to:

ATTN: Customer Service Department  
Mt. Ascutney Hospital and Health Center  
289 County Road, Windsor, VT 05089

**Translation and Sign Language Services**

If you need this information in an alternate language,  
contact our public relations office at (802) 674-7327.  
Translation and sign language services can also be  
arranged through any MAHHC clinical or clerical staff.



[mtascutneyhospital.org/FAP](https://mtascutneyhospital.org/FAP)

Latest Revision: March 2023



Mt. Ascutney Hospital  
and Health Center

# Financial Assistance Policy



# Do you need assistance to pay your bill for emergency or medically necessary care at MAHHC?

You may be eligible for financial assistance. MAHHC offers free or discounted care for emergency or medically necessary services provided to patients within our service area who qualify and are residents, or to non-residents who experience a medical emergency while in our service area. Please refer to our website at [mtascutneyhospital.org/billing](http://mtascutneyhospital.org/billing) for a list of covered services and providers as not all services and providers are covered under our FAP policy.

## You may be eligible for financial assistance if:

- You have no insurance or you are under-insured.
- You are not eligible for insurance coverage or other governmental assistance, and either of the following is true:
  - Your family income is at or below 325% of the Federal Poverty Limit; issued by the Department of Health and Human Services (HHS), updated on a yearly basis, or;
  - If you believe that your assets, liquid assets, or other available resources are not enough to cover the cost of your care.

In addition to your completed application, we may require documents verifying your income, assets and medical expenses to determine whether you qualify for assistance. If you do not qualify for financial assistance, you may still be eligible for the prompt pay discount. You can find information below about how to get a copy of the full MAHHC Financial Assistance Policy, which describes these potential discounts in more detail.

## MAHHC Financial Policy

Patients without insurance cannot be charged any more than amounts generally billed to patients who have insurance covering the same care. MAHHC applies a discount to the FAP eligible patient's gross charges to all balances where there is no insurance, or to medically necessary services processed by insurance carriers resulting in a balance, which the patient is expected to pay. This discount doesn't apply to any co-payments, co-insurance, deductible amounts, pre-payment or package services which already reflect any required discounts or any non-covered services per our policy.

## How we can help

Windsor Community Health Clinic Patient Advocates and our Financial Counselors can assist you in identifying and applying for insurance coverage or other resources and with completing an application for financial assistance. If you have a remaining balance after exhausting all other coverage options, you may be eligible for financial assistance.

## How do I apply for financial assistance?

An application can be requested in person, over the telephone or on our website. Please see the back of this brochure for a complete list of ways to get help or to apply.