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## BIDMC Financial Assistance Policy

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**Applicable To** This policy applies to Beth Israel Deaconess Medical Center, Inc. (“BIDMC,” the “hospital” or the “Hospital”), with respect to the hospital it operates and any substantially related entity (as defined in the Department of Treasury section 501(r) regulations) and providers employed by or affiliated with BIDMC (see Appendix Five (5) for the complete list of providers covered under this policy).

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**References** EMTALA: Collection of Financial Information  
Credit & Collections Policy  
Federal Poverty Guidelines, US Dept. of Health and Human Services  
IRS Notice 2015-46 and 29 CFR §§1.501(r)-(4)-(6)  
Appendix 1: Financial Assistance Application for Charity Care  
Appendix 2: Financial Assistance Application for Medical Hardship  
Appendix 3: Discount Chart Based on Income and Asset Thresholds  
Appendix 4: Amounts Generally Billed (AGB)  
Appendix 5: Providers and Departments—Covered and Uncovered  
Appendix 6: Public Access to Documents

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**Purpose** Our mission is to distinguish ourselves through excellence in patient care, education, research and through improved health in the communities we serve.

BIDMC is dedicated to providing financial assistance to patients who have health care needs and are uninsured, underinsured, ineligible for a government program, or otherwise unable to pay for Emergency Care, Urgent Care, or other Medically Necessary Care based on their individual financial situation. This Financial Assistance Policy is intended to be in compliance with applicable federal and state laws for our service area. Patients eligible for Financial Assistance will receive discounted care received from qualifying BIDMC providers. Patients determined to be eligible for Financial Assistance from an affiliated hospital (including Addison Gilbert Hospital; Anna Jaques Hospital; BayRidge Hospital; Beth Israel Deaconess Hospital – Milton; Beth Israel Deaconess Hospital – Needham; Beth Israel Deaconess Hospital – Plymouth; Beverly Hospital; Lahey Hospital & Medical Center, Burlington; Lahey Medical Center, Peabody; Mount Auburn Hospital; New England Baptist Hospital; and Winchester Hospital) will not be required to reapply for Financial Assistance from BIDMC during the Qualification Period.

Financial Assistance provided under this policy is done so with the expectation that patients will cooperate with the policy’s application process and those of

public benefit or coverage programs that may be available to cover the cost of care.

We will not discriminate based on the patient's age, gender, race, creed, religion, disability, sexual orientation, gender identity, national origin or immigration status when determining eligibility.

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## Definitions

The following definitions are applicable to all sections of this policy.

Classification of emergency and nonemergency services is based on the following general definitions, as well as the treating clinician's medical determination. The definitions of Emergency Care and Urgent Care provided below are further used by the Hospital for purposes of determining allowable emergency and urgent bad debt coverage under the hospital's Financial Assistance program, including the Health Safety Net.

**Amounts Generally Billed (AGB):** AGB is defined as the amounts generally billed for Emergency Care, Urgent Care, or other Medically Necessary Care to individuals who have insurance covering such care. BIDMC uses the "Look-Back" method described in 29 CFR § 1.501(r)-5(b)(3) to determine its AGB percentage. The AGB percentage is calculated by dividing the sum of the amounts of all of BIDMC's claims for Emergency Care, Urgent Care, and other Medically Necessary Care that have been allowed by private insurers and Medicare Fee-for-Service during the prior fiscal year (October 1 – September 30) (including coinsurance, copays and deductibles) by the sum of the associated Gross Charges for those claims. The AGB is then determined by multiplying the AGB percentage against the Gross Charges for care provided to the patient. BIDMC uses only one single AGB percentage and does not calculate a different one for different types of care. The AGB percentage will be calculated annually by the 45<sup>th</sup> day following the close of the prior fiscal year, and implemented by the 120<sup>th</sup> day following the close of the fiscal year. Following a determination that an individual is eligible for Financial Assistance under this policy, such individual may not be charged more than the AGB for Emergency Care, Urgent Care, or other Medically Necessary Care.

For more information, see Appendix Four (4).

**Application Period:** The period in which applications will be accepted and processed for Financial Assistance. The application period begins on the date that the first post-discharge billing statement is provided and ends on the 240<sup>th</sup> after that date.

**Assets:** Consists of:

- Savings accounts

- Checking accounts
- Health savings accounts (HSA)\*
- Health reimbursement arrangements (HRA)\*
- Flexible spending accounts (FSA)\*

\*If a patient/Guarantor has an HSA, HRA, FSA or similar fund designated for Family medical expenses, such individual is not eligible for assistance under this policy until such assets are exhausted.

**Charity Care:** Patients, or their Guarantors, with annualized Family Income at or below 400% of the FPL, who otherwise meet other eligibility criteria set forth in this policy, will receive a 100% waiver of patient responsible balance for eligible medical services provided by BIDMC.

**Elective Service:** A hospital service that does not qualify as Emergency Care, Urgent Care, or other Medically Necessary Care (as defined below).

**Emergency Care:** Items or services provided for the purpose of evaluation, diagnosis, and/or treatment of an Emergency Medical Condition.

**Emergency Medical Condition:** As defined in Section 1867 of the Social Security Act (42 U.S.C. 1395dd), the term “Emergency Medical Condition” means a medical condition manifesting itself by acute symptoms of sufficient severity such that the absence of medical care could be reasonably expected to result in:

1. Placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy;
2. Serious impairment to bodily functions;
3. Serious dysfunction of any bodily organ or part; or
4. With respect to a pregnant woman who is having contractions:
  - a. There is inadequate time to effect a safe transfer to another hospital for delivery; and
  - b. That transfer may pose a threat to the health or safety of the woman or unborn child.

**Family:** as defined by the U.S. Census Bureau, a group of two or more people who reside together and who are related by birth, marriage, or adoption. If a patient claims someone as a dependent on their income tax return, according to the Internal Revenue Service rules, they may be considered a dependent for the purpose of determining eligibility for this policy.

**Family Income:** an applicant’s Family Income is the combined gross income of all adult members of the Family living in the same household and included on the most recent federal tax return. For patients under 18 years of age, Family

Income includes that of the parent, or parents, and/or step-parents, or caretaker relatives. Family Income is determined using the Census Bureau definition as follows when computing Federal Poverty Guidelines:

1. Includes earnings, unemployment compensation, worker's compensation, Social Security, Supplemental Security Income, public assistance, veteran's payments, survivor benefits, pension or retirement income, interest, dividends, rents, royalties, income from estates, trusts, educational stipends, alimony and child support
2. Noncash benefits (such as food stamps and housing subsidies) do not count
3. Determined on a before tax (gross) basis
4. Excludes capital gains and losses

**Federal Poverty Level:** The Federal Poverty Level (FPL) uses the income thresholds that vary by Family size and composition to determine who is in poverty in the United States. It is updated periodically in the Federal Register by the United States Department of Health and Human Services under authority of the subsection (2) of Section 9902 of Title 42 of the United States Code. Current FPL guidelines can be referenced at <https://aspe.hhs.gov/poverty-guidelines>.

**Financial Assistance:** Assistance, consisting of Charity Care and Medical Hardship, provided to eligible patients, who would otherwise experience financial hardship, to relieve them of a financial obligation for Emergency Care, Urgent Care, or other Medically Necessary Care provided by BIDMC.

**Guarantor:** A person other than the patient who is responsible for the patient's bill.

**Gross Charges:** Total charges at the full established rate for the provision of patient care services before deductions from revenue are applied.

**Homeless:** As defined by the Federal government, and published in the Federal Register by HUD: "An individual or family who lacks a fixed, regular and adequate nighttime residence, meaning the individual or family has a primary nighttime residence that is a public or private place not meant for human habitation or is living in a publicly or privately run shelter designed to provide temporary living arrangements. This category also includes individuals who are exiting an institution where he or she resided for 90 days or less who resided in an emergency shelter or place not meant for human habitation immediately prior to entry into the institution."

**In-Network:** BIDMC and its affiliates are contracted with the patient's insurance company for reimbursement at negotiated rates.

**Medical Hardship:** Financial Assistance provided to eligible patients whose medical bills are greater than or equal to 25% of their Family Income.

**Medically Necessary Care:** Medically necessary items or services, such as inpatient or outpatient health care services provided for the purpose of evaluation, diagnosis, and/or treatment of an injury or illness. In addition to meeting clinical criteria, such items or services are typically defined as covered by Medicare Fee-for-Service, Private Health Insurers, or other third party insurance.

**Medicare Fee-for-Service:** Health insurance offered under Medicare Part A and Part B of Title XVIII of the Social Security Act (42 USC 1395c-1395w-5).

**Out-of-Network:** BIDMC and its affiliates are not contracted with the patient's insurance company for reimbursement at negotiated rates, typically resulting in higher patient responsibility.

**Payment Plan:** A payment plan that is agreed to by either BIDMC, or a third party vendor representing BIDMC, and the patient/Guarantor for out of pocket fees. The Payment Plan will take into account the patient's financial circumstances, the amount owed and any prior payments.

**Presumptive Eligibility:** Under certain circumstances, Uninsured Patients may be presumed or deemed eligible for Financial Assistance based on their enrollment in other means-tested programs or other sources of information, not provided directly by the patient, to make an individual assessment of financial need.

**Private Health Insurer:** Any organization that is not a government unit that offers health insurance, including nongovernmental organizations administering a health insurance plan under Medicare Advantage.

**Qualification Period:** Applicants determined to be eligible for Financial Assistance will be granted assistance for a period of six months from the date of approval. Patients who qualify for Financial Assistance may attest that there have been no changes to their financial situation at the end of the six (6) month qualification period to extend eligibility for another six (6) months.

**Uninsured Patient:** A patient with no third party coverage provided by a Private Health Insurer, an ERISA insurer, a Federal Healthcare Program (including without limitation Medicare Fee-for-Service, Medicaid, SCHIP, and CHAMPUS), workers' compensation, or other third party assistance available to cover the cost of a patient's healthcare expenses.

**Underinsured Patients:** Any individual with private or government coverage for whom it would be a financial hardship to fully pay the expected out-of-pocket expenses for medical services provided by BIDMC.

**Urgent Care:** Medically Necessary Care provided in an acute hospital after the sudden onset of a medical condition, whether physical or mental, manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson would believe that the absence of medical attention within 24 hours could reasonably result in placing a patient's health in jeopardy, impairment to bodily function, or dysfunction of any bodily organ or part.

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**Eligibility for Financial Assistance from BIDMC**

Services eligible for Financial Assistance must be clinically appropriate and within acceptable medical practice standards, and include:

1. In-Network and Out-of-Network facility charges for Emergency Care as defined above.
  2. In-Network and Out-of-Network professional fees for Emergency Care as defined above, rendered by providers employed by BIDMC and its affiliates, as listed in Appendix Five (5).
  3. In-Network facility charges for Urgent Care, as defined above.
  4. In-Network facility charges for Medically Necessary Care, as defined above.
  5. In-Network professional fees for Urgent Care and Medically Necessary Care rendered by providers employed by BIDMC and its affiliates, as listed in Appendix Five (5).
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**Services Not Eligible for Financial Assistance from BIDMC**

Services not eligible for Financial Assistance include:

1. Professional fees and facility charges for Elective Services, as defined above.
  2. Professional fees for care rendered by providers who do not follow the Financial Assistance Policy (e.g. private or non-BIDMC medical or physician professionals, ambulance transport, etc.), as listed in Appendix Five (5). Patients are encouraged to contact these providers directly to see if they offer any financial assistance and to make payment arrangements. See Appendix Five (5) for a full listing of providers not covered under this policy.
  3. Out-of-Network facility charges and professional fees for Urgent Care and Medically Necessary Care that is not Emergency Care, as defined above.
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**Available Assistance**

BIDMC offers patients assistance with applying for public assistance programs and hospital Financial Assistance, as described in greater detail, below.



BIDMC will make diligent efforts to collect the patient's insurance status and other information in order to verify coverage for the emergency, inpatient or outpatient health care services to be provided by the Hospital. All information will be obtained prior to the delivery of any items or services that does not constitute Emergency Care or Urgent Care. The Hospital will delay any attempt to obtain this information during the delivery of any EMTALA-level Emergency Care or Urgent Care, if the process to obtain this information will delay or interfere with either the medical screening examination or the services undertaken to stabilize an Emergency Medical Condition.

The hospital's reasonable due diligence efforts to investigate whether a third party insurance or other resource may be responsible for the cost of services provided by the hospital shall include, but not be limited to, determining from the patient if there is an applicable policy to cover the cost of the claims, including: (1) motor vehicle or home owner's liability policy, (2) general accident or personal injury protection policy, (3) workers' compensation programs, and (4) student insurance policies, among others. If the hospital is able to identify a liable third party or has received a payment from a third party or another resource (including from a private insurer or another public program), the hospital will report the payment to the applicable program and offset it, if applicable per the program's claims processing requirements, against any claim that may have been paid by the third party or other resource. For state public assistance programs that have actually paid for the cost of services, the hospital is not required to secure assignment on a patient's right to third party coverage of services. In these cases, the patient should be aware that the applicable state program may attempt to seek assignment on the costs of the services provided to the patient.

BIDMC will check the Massachusetts Eligibility Verification System (EVS) to ensure that the patient is not a Low Income Patient and has not submitted an application for coverage for either MassHealth, the premium assistance payment program operated by the Health Connector, the Children's Medical Security Program, or Health Safety Net, prior to submitting claims to the Health Safety Net Office for bad debt coverage.

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**Public  
Assistance  
Programs**

For Uninsured Patients or Underinsured Patients, the hospital will work with such patients to assist them in applying for public assistance programs that may cover some or all of their unpaid hospital bills. In order to help Uninsured Patients and Underinsured Patients find available and appropriate options, the hospital will provide all individuals with a general notice of the availability of public assistance programs during the patient's initial in-person registration at a hospital location for a service, in all billing invoices that are sent to a patient or Guarantor, and when the provider is notified, or through its own due



diligence becomes aware, of a change in the patient's eligibility status for public or private insurance coverage.

Hospital patients may be eligible for free or reduced cost of health care services through various state public assistance programs (including but not limited to MassHealth, the premium assistance payment program operated by the Health Connector, the Children's Medical Security Program, and the Health Safety Net). Such programs are intended to assist low-income patients taking into account each individual's ability to contribute to the cost of his or her care. For Uninsured Patients or Underinsured Patients, the hospital will, when requested, help them with applying for coverage through public assistance programs that may cover all or some of their unpaid hospital bills.

The Hospital is available to assist patients in enrolling into state health coverage programs. These include MassHealth, the premium assistance payment program operated by the state's Health Connector, and the Children's Medical Security Plan. For these programs, applicants can submit an application through an online website (which is centrally located on the state's Health Connector Website), a paper application, or over the phone with a customer service representative located at either MassHealth or the Connector. Individuals may also ask for assistance from hospital financial counselors (also called certified application counselors) with submitting the application either on the website or through a paper application.

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**Assistance  
through Health  
Safety Net**

Through its participation in the Massachusetts Health Safety Net, the Hospital also provides financial assistance to low-income Uninsured Patients and Underinsured Patients who are Massachusetts residents and who meet income qualifications. The Health Safety Net was created to more equitably distribute the cost of providing uncompensated care to low income Uninsured Patients and Underinsured Patients through free or discounted care across acute hospitals in Massachusetts. The Health Safety Net pooling of uncompensated care is accomplished through an assessment on each hospital to cover the cost of care for Uninsured Patients and Underinsured Patients with incomes under 300% of the Federal Poverty Level.

Low-income patients receiving services at the Hospital may be eligible for financial assistance through the Health Safety Net, including free or partially free care for Health Safety Net eligible services defined in 101 CMR 613.00.

*(a) Health Safety Net - Primary*

Uninsured Patients who are Massachusetts residents with verified MassHealth MAGI Household Income or Medical Hardship Family Income, as described in 101 CMR 613.04(1), between 0-300% of the Federal Poverty Level may be determined eligible for Health Safety Net Eligible Services.

The eligibility period and type of services for *Health Safety Net - Primary* is limited for patients eligible for enrollment in the Premium Assistance Payment Program operated by the Health Connector as described in 101 CMR 613.04(5)(a) and (b). Patients subject to the Student Health Program requirements of M.G.L. c. 15A, § 18 are not eligible for *Health Safety Net – Primary*.

*(b) Health Safety Net – Secondary*

Patients that are Massachusetts residents with primary health insurance and MassHealth MAGI Household Income or Medical Hardship Family Countable Income, as described in 101 CMR 613.04(1), between 0 and 300% of the FPL may be determined eligible for Health Safety Net Eligible Services. The eligibility period and type of services for *Health Safety Net - Secondary* is limited for patients eligible for enrollment in the Premium Assistance Payment Program operated by the Health Connector as described in 101 CMR 613.04(5)(a) and (b). Patients subject to the Student Health Program requirements of M.G.L. c. 15A, § 18 are not eligible for *Health Safety Net – Secondary*.

*(c) Health Safety Net - Partial Deductibles*

Patients that qualify for *Health Safety Net – Primary* or *Health Safety Net – Secondary* with MassHealth MAGI Household Income or Medical Hardship Family Countable Income between 150.1% and 300% of the FPL may be subject to an annual deductible if all members of the Premium Billing Family Group (PBFG) have an income that is above 150.1% of the FPL. This group is defined in 130 CMR 501.0001.

If any member of the PBFG has an FPL below 150.1% there is no deductible for any member of the PBFG. The annual deductible is equal to the greater of:

1. the lowest cost Premium Assistance Payment Program operated by the Health Connector premium, adjusted for the size of the PBFG proportionally to the MassHealth FPL income standards, as of the beginning of the calendar year; or
2. 40% of the difference between the lowest MassHealth MAGI Household Income or Medical Hardship Family Countable Income, as described in 101 CMR 613.04(1), in the applicant's PBFG and 200% of the FPL.

*(d) Health Safety Net - Medical Hardship*

A Massachusetts resident of any income may qualify for *Health Safety Net – Medical Hardship (Medical Hardship)* through the Health Safety Net if allowable medical expenses have so depleted his or her countable income that he or she is unable to pay for health services. To qualify for *Medical Hardship*, the applicant's allowable medical expenses must exceed a

specified percentage of the applicant's Countable Income defined in 101 CMR 613.

The applicant's required contribution is calculated as the specified percentage of Countable Income in 101 CMR 613.05(1)(b) based on the *Medical Hardship* Family's FPL multiplied by the actual Countable Income less bills not eligible for Health Safety Net payment, for which the applicant will remain responsible. Further requirements for *Medical Hardship* are specified 101 CMR 613.05.

A hospital may request a deposit from patients eligible for Medical Hardship. Deposits will be limited to 20% of the Medical Hardship contribution up to \$1,000. All remaining balances will be subject to the payment plan conditions established in 101 CMR 613.08(1)(g).

For Medical Hardship, the hospital will work with the patient to determine if a program like Medical Hardship would be appropriate and submit a Medical Hardship Application to the Health Safety Net. It is the patient's obligation to provide all necessary information as requested by the hospital in an appropriate timeframe to ensure that the hospital can submit a completed application.

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**Role of the  
Financial  
Assistance  
Counselor**

The hospital will help Uninsured Patients and Underinsured Patients apply for health coverage through a public assistance program (including but not limited to MassHealth, the premium assistance payment program operated by the Health Connector, and the Children's Medical Security Program), and work with individuals to enroll them as appropriate. The hospital will also help patients that wish to apply for financial assistance through the Health Safety Net.

The hospital will:

- a) provide information about the full range of programs, including MassHealth, the premium assistance payment program operated by the Health Connector, the Children's Medical Security Program, and the Health Safety Net;
- b) help individuals complete a new application for coverage or submit a renewal for existing coverage;
- c) work with the individual to obtain all required documentation;
- d) submit applications or renewals (along with all required documentation);
- e) interact, when applicable and as allowed under the current system limitations, with the programs on the status of such applications and renewals;
- f) help to facilitate enrollment of applicants or beneficiaries in insurance programs; and
- g) offer and provide voter registration assistance.

The hospital will advise the patient of their obligation to provide the hospital and the applicable state agency with accurate and timely information regarding their full name, address, telephone number, date of birth, social security number (if available), current insurance coverage options (including home, motor vehicle, and other liability insurance) that can cover the cost of the care received, any other applicable financial resources, and citizenship and residency information. This information will be submitted to the state as part of the application for public program assistance to determine coverage for the services provided to the individual.

If the individual or Guarantor is unable to provide the necessary information, the hospital may (at the individual's request) make reasonable efforts to obtain any additional information from other sources. Such efforts also include working with individuals, when requested by the individual, to determine if a bill for services should be sent to the individual to assist with meeting the one-time deductible. This will occur when the individual is scheduling their services, during pre-registration, while the individual is admitted in the hospital, upon discharge, or for a reasonable time following discharge from the hospital. Information that the hospital obtains will be maintained in accordance with applicable federal and state privacy and security laws.

The hospital will also notify the patient during the application process of their responsibility to report to both the hospital and the state agency providing coverage of healthcare services any third party that may be responsible for paying claims, including a home, auto, or other insurance liability policy. If the patient has submitted a third party claim or filed a lawsuit against a third party, the hospital will notify the patient of the requirement to notify the provider and the state program within 10 days of such actions. The patient will also be informed that they must repay the appropriate state agency the amount of the healthcare covered by the state program if there is a recovery on the claim, or assign rights to the state to allow it to recover its applicable amount.

When the individual contacts the hospital, the hospital will attempt to identify if an individual qualifies for a public assistance program or for Financial Assistance from the hospital. An individual who is enrolled in a public assistance program may qualify for certain benefits. Individuals may also qualify for additional assistance based on the hospital's Financial Assistance program based on the individual's documented income, Assets and allowable medical expenses.

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**Patient  
Obligations**

Prior to the delivery of any health care services (except for services that are provided to stabilize a patient determined to have an Emergency Medical Condition or needing Urgent Care), the patient is expected to provide timely and accurate information on their current insurance status, demographic

information, changes to their Family Income or group policy coverage (if any), and, if known, information on deductibles, co-insurance and co-payments that are required by their applicable insurance or financial program. The detailed information for each item should include, but not be limited to:

- Full name, address, telephone number, date of birth, social security number (if available), current health insurance coverage options, citizenship and residency information, and the patient's applicable financial resources that may be used to pay their bill;
- If applicable, the full name of the patient's Guarantor, their address, telephone number, date of birth, social security number (if available), current health insurance coverage options, and their applicable financial resources that may be used to pay for the patient's bill; and
- Other resources that may be used to pay their bill, including other insurance programs, motor vehicle or homeowners insurance policies if the treatment was due to an accident, workers' compensation programs, student insurance policies, and any other Family Income such as an inheritances, gifts, or distributions from an available trust, among others.

The patient is responsible for keeping track of their unpaid hospital bill, including any existing co-payments, co-insurance, and deductibles, and contacting the hospital should they need assistance in paying their bill. The patient is further required to inform either their current health insurer (if they have one) or the state agency that determined the patient's eligibility status in a public program of any changes in Family Income or insurance status. The hospital may also assist the patient with updating their eligibility in a public program when there are any changes in Family Income or insurance status provided that the patient informs the hospital of any such changes in the patient's eligibility status.

Patients are also required to notify the hospital and the applicable program in which they are receiving assistance (e.g., MassHealth, Connector, or Health Safety Net), of any information related to a change in Family Income, or if they are part of an insurance claim that may cover the cost of the services provided by the hospital. If there is a third party (such as, but not limited to, home or auto insurance) that is responsible to cover the cost of care due to an accident or other incident, the patient will work with the hospital or applicable program (including, but not limited to, MassHealth, Connector, or Health Safety Net) to assign the right to recover the paid or unpaid amount for such services.

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**Hospital  
Financial  
Assistance**

Financial Assistance will be extended to Uninsured Patients, Underinsured Patients and their respective Guarantors who meet specific criteria as defined below. These criteria will assure that this Financial Assistance Policy is applied consistently across BIDMC. BIDMC reserves the right to revise, modify or change this policy as necessary or appropriate. BIDMC will help individuals

apply for hospital Financial Assistance by completing an application (see Appendix 1 and Appendix 2).

Payment resources (insurance available through employment, Medicaid, Indigent Funds, Victims of Violent Crime, etc.) must be reviewed and evaluated before a patient is considered for Financial Assistance. If it appears that a patient may be eligible for other assistance, BIDMC will refer the patient to the appropriate agency for assistance in completing the applications and forms or assist the patient with those applications. Applicants for assistance are required to exhaust all other payment options as a condition of their approval for hospital Financial Assistance, including applying to public assistance programs and the Health Safety Net, as described above.

Financial Assistance applicants are responsible for applying to public programs and pursuing private health insurance coverage. Patients/Guarantors choosing not to cooperate in applying for programs identified by BIDMC as possible sources of payment may be denied Financial Assistance. Applicants are expected to contribute to the cost of their care based on their ability to pay as outlined in this policy.

Patients/Guarantors that may qualify for Medicaid or other health insurance must apply for Medicaid coverage or show proof that he or she has applied for Medicaid or other health insurance through the Federal Health Insurance Marketplace within the previous six (6) months of applying for BIDMC Financial Assistance. Patients/Guarantors must cooperate with the application process outlined in this policy in order to qualify for Financial Assistance.

The criteria to be considered by BIDMC when evaluating a patient's eligibility for hospital Financial Assistance include:

- Family Income
- Assets
- Medical obligations
- Exhaustion of all other available public and private assistance

BIDMC's Financial Assistance program is available to all patients meeting the eligibility requirements set forth in this policy, regardless of geographic location or residency status. Financial Assistance will be granted to patients/Guarantors based on financial need and in compliance with state and federal law.

Financial Assistance will be offered to eligible underinsured patients, providing such assistance is in accordance with the insurer's contractual agreement. Financial Assistance is generally not available for patient copayment or balances in the event the patient fails to comply with the insurance requirements.



Patients with a Health Savings Account (HSA), Health Reimbursement Account (HRA), or a Flexible Spending Account (FSA) will be expected to utilize account funds prior to being considered eligible for hospital Financial Assistance. BIDMC reserves the right to reverse the discounts described in this policy in the event that it reasonably determines that such terms violate any legal or contractual obligation of BIDMC.

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**Financial  
Assistance  
Discounts**

Based on an assessment of an applicant's Family Income, Assets and medical obligations, patients may receive one of the discounts listed below. All discounts noted are with respect to patient responsible balance. Out-of-Network co-payments, coinsurance and deductibles are not eligible for Financial Assistance. Likewise, insured patients who opt to not utilize available third party coverage ("voluntary self-pay") are not eligible for Financial Assistance for the amount owed on any account registered as voluntary self-pay. In no case, however, will a patient determined to be eligible for hospital Financial Assistance be charged more than the AGB.

**Charity Care:** BIDMC will provide care at 100% discount under this policy for patients/Guarantors whose Family Income is at or below 400% of the current FPL, who otherwise meet other eligibility criteria set forth in this policy.

**Medical Hardship:** A 100% discount will be provided for eligible patients whose medical debt is greater than or equal to 25% of their Family Income, who otherwise meet other eligibility criteria set forth in this policy.

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**Financial  
Assistance  
Policy**

Information regarding BIDMC's Financial Assistance Policy, Plain Language Summary and Financial Assistance Application are available, free of charge, on BIDMC's website, posted in hospital and clinic locations and will be translated into any language that is the primary language spoken by the lesser of 1,000 people or 5% of the residents in the community served by BIDMC.

In addition, BIDMC references payment policies and Financial Assistance on all printed monthly patient statements and collection letters. Information on the Financial Assistance Policy is available, at any time, upon request.

1. Patients/Guarantors may apply for Financial Assistance at any time during the Application Period.
2. In order to be considered for Financial Assistance, patients/Guarantors are required to cooperate and supply financial, personal or other documentation relevant to making a determination of financial need. A



Financial Assistance Application Form can be obtained in any of the following ways:

- a. On the BIDMC public website: [bidmc.org/financialassistance](https://bidmc.org/financialassistance)
  - b. In person at the Financial Counseling Unit  
330 Brookline Ave  
East Campus/Rabb Building  
Room 111  
Boston, MA 02215  
(617) 667-5661
  - c. Call the number above to request a copy to be mailed
  - d. Call the number above to request an electronic copy
3. Patients/Guarantors are required to provide an accounting of financial resources readily available to the patient/Guarantor.

Family Income may be verified using any or all of the following:

- a. Current Forms W-2 and/or Forms 1099
  - b. Current state or federal tax returns
  - c. Four (4) most recent payroll stubs
  - d. Four (4) most recent checking and/or savings statements
  - e. Health savings accounts
  - f. Health reimbursement arrangements
  - g. Flexible spending accounts
4. Prior to evaluating eligibility for Financial Assistance, the patient/Guarantor must show proof that he or she has applied for Medicaid or other health insurance through the Federal Health Insurance Marketplace, and must provide documentation of any existing third party coverage.
- a. BIDMC financial counselors will assist patient/Guarantors with applying for Medicaid and will subsequently assist those same individuals with applying for Financial Assistance.
  - b. If an individual applies for Financial Assistance during the Federal Health Insurance Marketplace open enrollment, such individual is required to seek coverage prior to BIDMC's evaluation of any Financial Assistance Application.
5. BIDMC may *not* deny Financial Assistance under this policy based on an individual's failure to provide information or documentation that is *not* clearly described in this policy or the Financial Assistance Application.
6. BIDMC will determine final eligibility for Financial Assistance within thirty (30) business days upon receipt of a completed application.
7. Documentation of the final eligibility determination will be made on all current (open balance) patient accounts retroactive to 6 months from the application. A determination letter will be sent to the patient/Guarantor.
8. If a patient/Guarantor submits an incomplete application, a notification will be sent to the patient/Guarantor explaining what information is missing. The patient/Guarantor will have thirty (30) days to comply and

provide the requested information. Failure to complete the application will result in the Financial Assistance being denied.

9. A determination of eligibility for Financial Assistance based on the submission of a Financial Assistance Application will remain valid for the Qualification Period for all eligible medical services provided, and will include all outstanding receivables for the previous six (6) months including those at bad debt agencies. Patients who have been determined to be eligible for Financial Assistance by BIDMC or an affiliated hospital within the Qualification Period will automatically be considered eligible for hospital Financial Assistance for the 6-month period from the date of that eligibility determination. It is the patient/Guarantors responsibility to notify BIDMC of any financial change during the Qualification Period. Failure to do so may result in the loss of eligibility.
10. Patients that are eligible for Financial Assistance will receive a refund for any payments made that exceed the amount the individual is personally responsible for paying.

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**Reasons for Denial**

BIDMC may deny a request for Financial Assistance for a variety of reasons including, but not limited to:

- Sufficient Family Income
  - Sufficient Asset level
  - Patient uncooperative or unresponsive to reasonable efforts to work with the patient/Guarantor
  - Incomplete Financial Assistance Application despite reasonable efforts to work with the patient/Guarantor
  - Pending insurance or liability claim
  - Withholding insurance payment and/or insurance settlement funds, including payments sent to the patient/Guarantor to cover services provided by BIDMC, and personal injury and/or accident related claims
- 

**Presumptive Eligibility**

BIDMC understands that not all patients are able to complete a Financial Assistance Application or comply with requests for documentation. There may be instances in which a patient/Guarantor's qualification for Financial Assistance is established without completing the application form. Other information may be used by BIDMC to determine whether a patient/Guarantor's account is uncollectible and this information will be used to determine Presumptive Eligibility.

Presumptive Eligibility may be granted to patients based on their eligibility for other programs or life circumstances such as:

- Patients/Guarantors who have declared bankruptcy. In cases involving bankruptcy, only the account balance as of the date the bankruptcy is discharged will be written off.
- Patients/Guarantors who are deceased with no estate in probate.
- Patients/Guarantors determined to be Homeless.
- Accounts returned by the collection agency as uncollectible due to any of the reasons above and no payment has been received.
- Patients/Guarantors who qualify for state Medicaid programs will be eligible for Financial Assistance for any cost sharing obligations associated with the program or non-covered services.

Patient accounts granted Presumptive Eligibility will be reclassified under the Financial Assistance Policy. They will not be sent to collection nor will they be subject to further collection actions.

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**Prompt Pay  
Discount**

Patients that do not qualify for public assistance or Financial Assistance will be provided a discount of 30% contingent upon prompt payment of their account balance on all care provided, including Emergency Care, Urgent Care, Medically Necessary Care, and Elective Services. Payment of the negotiated amount must be made in full within fifteen days of the patient's receipt of their first statement. This discount will not be offered for any service in which a separate self-pay fee schedule has been assigned. Additionally, In-Network and Out-of-Network co-payments, coinsurance and deductibles are not eligible for the prompt pay discount. For the avoidance of doubt, this discount also will not be offered to any patient paying for services in accordance with a Payment Plan.

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**Emergency  
Medical  
Services**

In accordance with Federal Emergency Medical Treatment and Labor Act (EMTALA) regulations, no patient is to be screened for Financial Assistance or payment information prior to the rendering of services in an emergency situation. BIDMC may request that patient cost sharing payments (i.e. co-payments) be made at the time of service, provided such requests do not cause delay in the screening examination or necessary treatment to stabilize the patient in an emergency situation. BIDMC will provide, without discrimination, care for Emergency Medical Conditions to individuals regardless of whether they are eligible under this policy. BIDMC will not engage in actions that discourage individuals from seeking Emergency Care.

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**Credit and  
Collections**

The actions that may be taken by BIDMC in the event of non-payment are described in a separate Credit and Collections Policy.

Members of the public may obtain a free copy by:

- a. Going to the BIDMC public website: [bidmc.org/financialassistance](http://bidmc.org/financialassistance)
- b. Visiting the Financial Counseling Unit located at:  
330 Brookline Ave  
East Campus/Rabb Building  
Room 111  
Boston, MA 02215  
(617) 667-5661
- c. Calling the number above to request a copy to be mailed
- d. Calling the number above to request an electronic copy

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**Regulatory  
Requirements**

BIDMC will comply with all federal, state and local laws, rules and regulations, and reporting requirements that may apply to activities pursuant to this policy. This policy requires that BIDMC track Financial Assistance provided to ensure accurate reporting. Information on the Financial Assistance provided under this policy will be reported annually on the IRS form 990 Schedule H.

BIDMC will document all Financial Assistance in order to maintain proper controls and meet all internal and external compliance requirements.

## Appendix 1

### Charity Care Application Form

### Financial Assistance Application for Charity Care

**Please Print**

Today's Date: \_\_\_\_\_ Social Security # \_\_\_\_\_

Medical Record Number: \_\_\_\_\_

Patient Name: \_\_\_\_\_

Address: \_\_\_\_\_

_____	Street	_____	Apt. Number
_____	City	_____	State
_____		_____	Zip Code

Date of Hospital Services: \_\_\_\_\_

Patient Date of Birth \_\_\_\_\_

Did the patient have health insurance or Medicaid\*\* at the time of hospital service?

Yes ☐ No ☐

If "Yes", attach a copy of the insurance card (front and back) and complete the following:

Name of Insurance Company: \_\_\_\_\_

Policy Number: \_\_\_\_\_

Effective Date: \_\_\_\_\_

Insurance Phone Number: \_\_\_\_\_

\*\*Prior to applying for financial assistance, you must have applied for Medicaid in the past 6 months and will need to show proof of denial.

*Note: If a patient/guarantor has a Health Savings Account (HSA), Health Reimbursement Account (HRA), Flexible Spending Account (FSA) or similar fund designated for family medical expenses, such individual is not eligible for financial assistance until such assets are exhausted.*

**To apply for financial assistance complete the following:**

List all family members including the patient, parents, children and/or siblings, natural or adopted, under the age 18 living at home.

Family Member	Age	Relationship to Patient	Source of Income or Employer Name	Monthly Gross Income
1.				
2.				
3.				
4.				

In addition to the Financial Assistance Application we also need the following documentation attached to this application:

- Current state or federal income tax returns
- Current Forms W-2 and/or Forms 1099
- Four most recent payroll stubs
- Four most recent checking and/or savings account statements
- Health savings accounts
- Health reimbursement arrangements
- Flexible spending accounts

If these are not available, please call the Financial Counseling Unit to discuss other documentation they may provide.

By my signature below, I certify that I have carefully read the Financial Assistance Policy and Application and that everything I have stated or any documentation I have attached is true and correct to the best of my knowledge. I understand that it is unlawful to knowingly submit false information to obtain financial assistance.

Applicant's Signature: \_\_\_\_\_  
\_\_\_\_\_

Relationship to Patient: \_\_\_\_\_  
\_\_\_\_\_

Date Completed: \_\_\_\_\_

If your income is supplemented in any way or you reported \$0.00 income on this application, have the Support Statement below completed by the person(s) providing help to you and your family.

**Support Statement**

I have been identified by the patient/responsible party as providing financial support. Below is a list of services and support that I provide.


I hereby certify and verify that all of the information given is true and correct to the best of my knowledge. I understand that my signature will not make me financially responsible for the patient's medical expenses.

Signature: \_\_\_\_\_

Date Completed: \_\_\_\_\_

Please allow 30 days from the date the completed application is received for eligibility determination.

If eligible, financial assistance is granted for six months from the date of approval and is valid for all Beth Israel Lahey Health affiliates as set forth in Appendix 5 of their respective Financial Assistance Policies:

- Anna Jaques Hospital
- Addison Gilbert Hospital
- BayRidge Hospital
- Beth Israel Deaconess Medical Center-Boston
- Beth Israel Deaconess Milton
- Beth Israel Deaconess Needham
- Beth Israel Deaconess Plymouth
- Beverly Hospital
- Lahey Hospital & Medical Center, Burlington
- Lahey Medical Center, Peabody
- Mount Auburn Hospital
- New England Baptist Hospital
- Winchester Hospital

Staff Only.	
Application Received by:	
AJH	<input type="checkbox"/>
AGH	<input type="checkbox"/>
BayRidge	<input type="checkbox"/>
BIDMC	<input type="checkbox"/>
BID Milton	<input type="checkbox"/>
BID Needham	<input type="checkbox"/>
BID Plymouth	<input type="checkbox"/>
Beverly	<input type="checkbox"/>
LHMC	<input type="checkbox"/>
LMC Peabody	<input type="checkbox"/>
MAH	<input type="checkbox"/>
NEBH	<input type="checkbox"/>
WH	<input type="checkbox"/>



## Appendix 2

### Medical Hardship Application

### Financial Assistance Application for Medical Hardship Please Print

Today's Date: \_\_\_\_\_

Social Security# \_\_\_\_\_

Medical Record Number: \_\_\_\_\_

Patient Name: \_\_\_\_\_

Patient Date of Birth \_\_\_\_\_

Address:

\_\_\_\_\_ Street \_\_\_\_\_ Apt. Number \_\_\_\_\_

\_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Did the patient have health insurance or Medicaid at the time of hospital service(s)?

Yes ☐ No ☐

If "Yes", attach a copy of the insurance card (front and back) and complete the following:

Name of Insurance Company: \_\_\_\_\_

Policy Number: \_\_\_\_\_

Effective Date: \_\_\_\_\_

Insurance Phone Number: \_\_\_\_\_

*Note: If a patient/guarantor has a Health Savings Account (HSA), Health Reimbursement Account (HRA), Flexible Spending Account (FSA) or similar fund designated for family medical expenses, such individual is not eligible for financial assistance until such assets are exhausted.*

#### **To apply for Medical Hardship assistance, complete the following:**

List all family members including the patient, parents, children and/or siblings, natural or adopted, under the age 18 living at home.

Family Member	Age	Relationship to Patient	Source of Income or Employer Name	Monthly Gross Income
1.				
2.				
3.				
4.				

In addition to the Medical Hardship Application we also need the following documentation attached to this application:

- Current state or federal income tax returns
- Current W-2 and/or Forms 1099
- Four most recent payroll stubs
- Four most recent checking and/or savings account statements
- Health savings accounts
- Health reimbursement arrangements
- Flexible spending accounts
- Copies of all medical bills

If these are not available, please call the Financial Counseling Unit to discuss other documentation they may provide.

List all medical debt and provide copies of bills incurred in the previous twelve months:

Date of service	Place of Service	Amount owed
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Please provide a brief explanation of why paying these medical bills will be a hardship:

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By my signature below, I certify all of the information submitted in the application is true to the best of my knowledge, information and belief.

Applicant's Signature:

---

Relationship to  
 Patient: \_\_\_\_\_

Date Completed: \_\_\_\_\_

Please allow 30 days from the date the completed application is received for eligibility determination.

If eligible, assistance is granted for six months from the date of approval and is valid for all Beth Israel Lahey Health affiliates as set forth in Appendix 5 of their respective Financial Assistance Policies:

- Anna Jaques Hospital
- Addison Gilbert Hospital
- BayRidge Hospital
- Beth Israel Deaconess Medical Center-Boston
- Beth Israel Deaconess Milton
- Beth Israel Deaconess Needham
- Beth Israel Deaconess Plymouth
- Beverly Hospital
- Lahey Hospital & Medical Center, Burlington
- Lahey Medical Center, Peabody
- Mount Auburn Hospital
- New England Baptist Hospital
- Winchester Hospital

Staff Only.	
Application Received by:	
AJH	<input type="checkbox"/>
AGH	<input type="checkbox"/>
BayRidge	<input type="checkbox"/>
BIDMC	<input type="checkbox"/>
BID Milton	<input type="checkbox"/>
BID Needham	<input type="checkbox"/>
BID Plymouth	<input type="checkbox"/>
Beverly	<input type="checkbox"/>
LHMC	<input type="checkbox"/>
LMC Peabody	<input type="checkbox"/>
MAH	<input type="checkbox"/>
NEBH	<input type="checkbox"/>
WH	<input type="checkbox"/>

## Appendix 3

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**Discount Chart  
Based on  
Income and  
Asset  
Thresholds**

**Prompt Pay Discount:** Patients that do not qualify for public assistance or Financial Assistance will be provided a discount of 30% contingent upon prompt payment of their account balance on all care provided, including Emergency Care, Urgent Care, Medically Necessary Care, and Elective Services. Payment of the negotiated amount must be made in full within fifteen days of the patient's receipt of their first statement. This discount will not be offered for any service in which a separate self-pay fee schedule has been assigned. Additionally, In-Network and Out-of-Network co-payments, coinsurance and deductibles are not eligible for the prompt pay discount. For the avoidance of doubt, this discount also will not be offered to any patient paying for services in accordance with a Payment Plan.

**Discounts for Financial Assistance and Medical Hardship are applied to a patient's responsible balance for eligible medical services as described in the policy.**

**Financial Assistance Discount for Eligible Patients:**

**Charity Care**

Income Level	Discount
Less than or equal to 400% FPL	100%

**Medical Hardship**

Patients will be determined as eligible for Medical Hardship if the medical bills are greater than or equal to 25% of Family Income and will receive a 100% discount.

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## Appendix 4

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**Amounts  
Generally  
Billed (AGB)**

See the definition of Amounts Generally Billed in the policy, above, for a description of how the AGB is calculated using the “Look-Back” method.

BIDMC’s current AGB percentage based on claims for fiscal year 2020 equals 46.96%.

The AGB is subject to change at any time due to the following reasons:

- Private Health Insurer and Medicare Fee-for-Service contract changes
- Settlements received by Private Health Insurer plans and Medicare Fee-for-Service

Updated 1/2021

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## Appendix 5

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**Providers and  
Clinics—  
Covered and  
Uncovered**

**This Financial Assistance Policy covers all Hospital (Facility) charges at the following BIDMC locations:**

- BIDMC Main Campus, 330 Brookline Ave, Boston, MA
- Bowdoin Street Health Center, 230 Bowdoin St, Dorchester, MA
- Beth Israel Deaconess Healthcare Lexington, 482 Bedford St, 1<sup>st</sup> & 2<sup>nd</sup> Floors, Lexington, MA
- Medical Care Center North-Chelsea, 1000 Broadway, Chelsea, MA
- William Arnold-Carol A. Warfield, M.D. Pain Center, One Brookline Place, 1<sup>st</sup> Floor, Suite 105, Brookline, MA
- Beth Israel Deaconess HealthCare Chestnut Hill, 200 Boylston Street, 4<sup>th</sup> Floor, Newton, MA
- The Cancer Center at Beth Israel Deaconess Medical Center-Needham, 148 Chestnut Street, Ground and 1<sup>st</sup> Floors, Needham, MA

**This Financial Assistance Policy also covers the charges from the individuals and entities listed in this section below for services provided within the Hospital facilities listed above:**

- Harvard Medical Faculty Physicians (HMFP) at Beth Israel Deaconess Medical Center Departments of:
  - Acute Care Surgery
  - Allergy
  - Anesthesiology
  - Bariatric and MIS
  - Cardiac Surgery
  - Cardiology
  - Colon and Rectal Surgery
  - Dermatology
  - Diabetes & Endocrinology
  - Emergency Medicine
  - Gastroenterology
  - General Surgery
  - Gerontology
  - Hematology/Oncology
  - Hemostasis/Thrombosis
  - Infectious Disease
  - Internal Medicine
  - Neonatology
  - Nephrology
  - Neurology
  - Neurosurgery
  - OB/GYN
  - Ophthalmology
  - Orthopedic Surgery
  - Otolaryngology
  - Pathology
  - Plastic Surgery
  - Podiatry
  - Psychiatry
  - Pulmonary Medicine
  - Radiation Oncology
  - Radiology
  - Rheumatology
  - Surgical Oncology
  - Thoracic Surgery
  - Transplant Surgery
  - Urology
  - Vascular Surgery

- Beth Israel Deaconess Medical Center Nurse Practitioners
- Health Care Associates (HCA)
- Medical Care of Boston Management Corp. d/b/a Beth Israel Deaconess HealthCare (APG)

**For the providers listed below, this Financial Assistance Policy only covers the Hospital Facility charge. It does not cover provider charges from the individuals and entities listed below. Patients are encouraged to contact these providers directly to see if they offer any assistance and to make payment arrangements.**

- Atrius Health Medical Group

Provider Last Name	Provider First Name
Abu-El-Haija	Aya
Adil	Eelam
Aggarwal	Nitin
Agus	Michael
Ahmed	Sara
Ahn	Lynne
Al-Hertani	Walla
Alexander	Leslie-Ann
Alexander	Mark
Alexeyenko	Alexandre
Alkharashi	Maan
Alpert	Michael
Angelidou	Asimenia
Ansevin	Carl
Appelbaum	Evan
Archer	Natasha
Arias	Franchesca
Arons	Dara
Asch	Alexander
Ashur	Mary Louise
Astley	Christina
Athienites	Nicolaos
Augur	Trimble
August	David
Azova	Svetlana
Bae	Donald
Baird	Lissa



<b>Provider Last Name</b>	<b>Provider First Name</b>
Bakaev	Innokentiy
Baker	Joyce
Baker	Michele
Ballal	Sonia
Ballenger	Johnye
Baras	Samantha
Barbeau	Deborah
Barczak	Stephanie
Barnewolt	Carol
Basilico	Frederick
Baskaran	Charumathi
Batal	Hussam
Batel	Jennifer
Bauer	Andrea
Bauer	Daniel
Bauer	Stuart
Baum	Janet
Baur	Russell
Beam	Kristyn
Beaulieu	Jeremy
Belfort	Mandy
Belkin	Edward
Benjamin	Jonathan
Bergersen	Lisa
Bergin	Ann Marie
Bern	Elana
Bernson-Leung	Miya
Berry	Gerard
Berry	Michael
Bertisch	Suzanne
Bevilacqua	Laura
Bezzarides	Vassilios
Bhalala	Mitesh
Binney	Elizabeth
Birch	Craig
Bixby	Sarah
Blatt	Charles
Blumenthal	Jennifer
Bodamer	Olaf

<b>Provider Last Name</b>	<b>Provider First Name</b>
Bolton	Jeffrey
Bono	James
Boone	Philip
Borek	Leora
Borer	Joseph
Bousvaros	Athos
Breault	David
Breen	Micheal
Breitbart	Roger
Brennan-Krohn	Thea
Bresnick	Morgan
Briere	Julie
Brinckerhoff	Jennifer
Brodsky	Jacob
Brown	Daniel
Brown	Stephen
Buchmiller	Terry
Bunnell	Bruce
Burchett	Sandra
Burgess	Stephanie
Burris	Heather
Bursztajn	Harold
Busick	Edward
Butaney	Edna
Callahan	Michael
Cantor	Alan
Carswell	Jeremi
Casey	Alicia
Castellanos	Daniel
Cazacu	Andreea
Cendron	Marc
Cerel	Adam
Cerulli	Theresa
Chan	Yee-Ming
Chandwani	Neeta
Chase	Isabelle
Chen	Catherine
Chen	Helen
Cheng	Henry

<b>Provider Last Name</b>	<b>Provider First Name</b>
Cherella	Christine
Chigurupati	Radhika
Chinman	Gary Andrew
Choi	Jungwhan
Choi	Sukgi
Chopra	Shreekant
Chow	Jeanne
Chu	Jacqueline
Cilento	Bartley
Clark	Katherine
Cohen	Laurie
Cohen	Steven
Commissariat	Persis
Connell	Brendan
Connelly	Daniela
Connolly	Susan
Conrad	Amy
Cook	Emily
Cook	Jeremy
Cook	Richard
Corey	Kristen
Corrado	Gianmichel
Crocker	Melissa
Cronin	Jon
Croteau	Stacy
Cuenca	Alex
Cunningham	Michael
D'Avenas	Anne
D'Silva	Karl
Daga	Ankana
Dagi	Linda
Dahlben	Salin
Daley	Tracey
Danehy	Amy
Daouk	Ghaleb
Darr	Elizabeth
Darras	Basil
Davidson	Lauraine
Dawson	Megan

<b>Provider Last Name</b>	<b>Provider First Name</b>
De La Calle	Olga
De Peralta	Edgar
DeGirolami	Laura
DeWitt	Elizabeth
Demehri	Farokh
Demtchouk	Veronica
Desai	Shilpa
DiPerna	Stephanie
DiPietro	Elisabeth
DiSciullo	Anthony
Diamond	David
Discepolo	Keri
Dixit	Avika
Dohadwala	Mustali
Dolan	Carolyn
Dolan	Meghan
Dollinger	Julie
Domar	Alice
Donahue	Richard
Dorfman	Barry
Drazen	Jeffrey
Drogin	Eric
Dunn	Stephen
Dvorin	Jeffrey
Dweik	Rifat
Eastman	Harriet
Eccher	Matthew
Ecklund	Kirsten
Edelstein	Bernard
Eisenberg	David
Elisofon	Scott
Elitt	Christopher
Elkadry	Eman Anan
Ellenbogen	Mark
Elliott	Alexandra
Elmasry	Mohamed
Epelbaum	Claudia
Esch	Jesse
Esrick	Erica

<b>Provider Last Name</b>	<b>Provider First Name</b>
Esteso	Paul
Estrada	Carlos
Estroff	Judy
Fabiani	Amy
Fair	Rick
Fantes	Francisco
Farrell	Helen
Faucher	Nicholas
Fayemi	Olutoyin
Fehnel	Katie
Fein-Zachary	Valerie
Ferguson	Michael
Ferraro	Nalton
Feuer	Jacqueline
Figueroa	Ruben
Finklestein	Mark
Fischer	Peter
Fischer	Robin
Fishman	Steven
Flannery	Michele
Fleischman	Amy
Flier	Steven
Fogle	Rhonda
Fox	Victor
Frain	Leah
Frangioni	John
Frankel	Mark
Freedman	Susan
Freitag	Suzanne
Friedman	Jeffrey
Fuhrmann	Nerissa
Fung	Wing Kin
Furutani	Elissa
Fynn-Thompson	Francis
Gaffin	Jonathan
Gaier	Eric
Gall	Jonathan
Gallant	Sara
Ganapathi	Lakshmi

<b>Provider Last Name</b>	<b>Provider First Name</b>
Gandhi	Sapan
Gangwani	Bharti
Ganor	Oren
Ganske	Ingrid
Gansner	Meredith
Garvey	Katharine
Gauthier	Naomi
Gavigan	Michael
Geagea	Jean-Pierre
Geggel	Robert
Geltman	David
George	Michael
Geva	Tal
Ghelani	Sunil
Ghiasuddin	Salman
Ghorbani Rodriguez	Tahereh
Gidengil	Courtney
Gill	Jennifer
Gilmore	Paul
Girard	Dennis
Gise	Ryan
Givens	Jane
Glaser	Alan
Goisman	Robert
Golding	Ellen
Goldman	Frederic
Goldmann	Donald
Goldstein	Richard
Gonzalez Monroy	Jose
Goodwin	Gregory
Gordon	Rebecca
Goyal	Raj
Grace	Rachael Fox
Granfone	Antonio
Grant	Patricia
Greenberg	Karen
Greenhaw	Austin
Griffin	Marilyn
Griffith	Donna

<b>Provider Last Name</b>	<b>Provider First Name</b>
Griffith	Joseph
Grimes-Mallard	Kristie
Grove	Arthur
Grover	Amit
Guan	Rong
Gunturu	Krishna
Gwon	Cally
Haering	James Michael
Hafida	Samar
Haims	Rachel Anne
Hait	Elizabeth
Haley	Marie
Halpert	Albena
Hamilton	Thomas
Hanaway	Katherine
Hanono	Anat
Hansen	Anne
Hao	Maddie Yue
Harini	Chellamani
Harper	Gordon
Harper	Matthew
Harrild	David
Harris	Gregory
Harris	Rebecca
Hartz	Jacob
Hastings	Jacqueline
Hauser	Mark
Havens	Woodrow
Hayden	Lystra
Healey	Martha
Heeney	Matthew
Heidary	Gena
Henar	Ingrid
Henry	Andrew
Hertzman-Miller	Ruth
Hesketh	Paul
Higuchi	Leslie
Hilburn	Susan
Hirschhorn	Joel



<b>Provider Last Name</b>	<b>Provider First Name</b>
Hodgman	Mark
Hogue	Grant
Holm	Ingrid Adele
Homsy	Farhat
Hood-Pishchany	Marguerite
Hopewood	Peter
Horne	Rebecca
Houck	Alexandra
Hresko	Michael
Hristofilous	Zoe
Hseu	Anne
Hsi Dickie	Belinda
Huang	Jennifer
Huang	Michael
Hubbard	Jonathan
Hughes	Jennifer
Hunter	David
Hunter	David
Husson	Robert
Hwang	Allen
Iarovici	Doris
Irving	Keith
Israel	Elliot
Isselbacher	Karen
Iuliano	Philip
Jabbar	Khelda
Jackson	Matthew
Jacobsen	Christina
Jaffe	Linda
Jaimes Cobos	Camilo
Jaksic	Tom
Jarrett	Delma
Jastrzembski	Benjamin
Jenkins	Kathy
Jennings	Russell
Jewett	John
Johnson	Anne Louise
Johnson	Michaela
Johnston	Suzanne

<b>Provider Last Name</b>	<b>Provider First Name</b>
Jones	Emma
Jouhourian	Caroline
Joventino	Lilian
Judge	David
Juelg	Boris
Kabbash	Lynda
Kalish	Susan
Kamin	Daniel
Kane	David
Kanner	Steven
Kaplan	Mark
Karlin	Lawrence
Kasimati	Ivi
Kasser	James
Katwa	Umakanth
Katz	Michelle
Katz	Ronald
Katz-Wies	Gillian
Katzman	Laurie
Kaura	Rashmi
Kaushal	Tara
Kazlas	Melanie
Keating	Meghan
Kellam	Suzanne
Kelley	Catherine
Kellogg	Emily
Kenna	Margaret
Kerbel	Richard
Keshav	Vinny
Kewalramani	Tarun
Khan	Amirah
Khan	Taimur
Khan	Yasmin
Khazai	Natasha
Kiel	Douglas
Kim	Dennis
Kim	Heung
Kim	Wendy
Kim	Young-Jo

<b>Provider Last Name</b>	<b>Provider First Name</b>
King	Caitlin
Klein	Johanna
Knoll	Jasmine
Kocher	Mininder
Koehler	Julia
Kogan	Irina
Koppenheffer	Kristie
Koropecy	Andrew
Kramer	Dennis
Krasker	Jennie
Kremen	Jessica
Kritzer	Amy
Kulik	Thomas
Kumar	Riten
Kurtz	Michael
Kwatra	Neha
LaMattina	Thomas
LaRovere	Kerri
Labow	Brian
Lacro	Ronald
Lamb	Gabriella
Laor	Tal
Lathan	Christopher
Leckie	Steven
Lee	Christine
Lee	Edward
Lee	Gi-Soo
Lee	Nahyoung
Lee	Richard
Lee	Rose
Lefebvre	Daniel
Lehman	Laura
Lennerz	Belinda
Levin	Michael
Levine	Bat-Sheva
Levine	Jami
Levy	Ofer
Li	Laura
Liang	Marilyn

<b>Provider Last Name</b>	<b>Provider First Name</b>
Liaw	Shih-Ning
Libenson	Mark
Licameli	Greg
Liesching	Timothy
Liff	Olivia
Lillehei	Craig
Lipsitz	Lewis
Lipton	Jonathan
Liu	Thomas
Locke	Steven
Loddenkemper	Tobias
Lowney	Charles
Lowney	Jeremiah
Lowney	Michael
Lowney	Michael
Lozano Calderon	Santiago
Luedke	Christina
Lutch	Scott
Lyon	Shannon
Lyons	Thomas
Ma	Michael
Madsen	Joseph
Mah	Douglas
Mahan	Susan
Majeres	Kevin
Majzoub	Joseph
Malley	Richard
Mandel	Ernest
Mandell	Frederick
Manion	Margaret
Mansfield	Laura
Mantagos	Iason
Marczak	Tara
Margossian	Renee
Marinelli	Franklin
Markis	John
Martinez Ojeda	Mayra
Marto	Marjorie
Marx	Gerald Ross

<b>Provider Last Name</b>	<b>Provider First Name</b>
Masia	Shawn
Maski	Kiran
Matskevich	Ashley
Maung	Htet
May	Collin
Mayer	John
Mayer	Robert
McCabe	Oine
McConnell	Kathleen
McDermott	Stephen
McDonald	Stephanie
McGahee	Shunda
McNamara	Erin
McNee	Stephanie
McSweeney	Maireade
Meara	John Gerard
Mehra	Pushkar
Mehrotra	Ateev
Meisel	Frederick
Mendoza	Alejandro
Menzin	Eleanor
Metzger	Eran
Meyer	Jennifer
Michaels	Robert
Micheli	Lyle
Mikael	Lilian
Milewski	Matthew
Miley	Gerald
Miller	David
Miller	Leonard
Miller	Michael
Millington	Kate
Millis	Michael
Minkina	Nataly
Mitchell	Regina
Mitra	Himal
Mitra	Shimontini
Mobassaleh	Munir
Modi	Biren

<b>Provider Last Name</b>	<b>Provider First Name</b>
Moffitt	Kristin
Mohammed	Somala
Moody	Curtis
Mooney	David
Moreau	Merredith
Morinigo	Raul
Moufawad El Achkar	Christelle
Muhlebach	Stephan
Mullen	Mariah
Mullen	Mary
Mulliken	John
Murphy	Stephen
Murphy	Terrance
Nahm	Frederick
Nakamura	Mari
Nandivada	Prathima
Nardell	Maria
Nasser	Samer
Need	Laura
Nelson	Caleb
Ng	Man Wai
Nicolson	Stephen
Niemierko	Ewa
Nikpoor	Borzoo
Nitschmann	Caroline
Norris	Donna
Novais	Eduardo
Nowak	Catherine
Nugent	Francis
Nuss	Roger
O'Connor	Daniel
O'Donnell	Anne
O'Leary	Edward
Ocwieja	Karen
Ohlms	Laurie
Okurowski	Lee
Olson	Heather
Orgill	Dennis
Orkaby	Ariela

<b>Provider Last Name</b>	<b>Provider First Name</b>
Osborn	Timothy
Padua	Horacio
Padwa	Bonnie
Paltiel	Harriet
Pandolfo	Josephine
Papadakis	Konstantinos
Parad	Richard
Parangi	Sareh
Patel	Archana
Patel	Neil
Pearl	Phillip
Perez-Rossello	Jeannette
Peters	Jurriaan
Petersen	Christine
Pham	Dominique
Philips	Binu
Picker	Jonathan
Pinto	Anna
Pittman	Jason
Poduri	Annapurna
Pollock	Nira
Powell	Andrew
Prabhu	Sanjay
Priebe	Gregory
Proctor	Mark
Puder	Mark
Puri	Ajit
Putman	Melissa
Quinn	MaryAnne
Quintiliani	Brianna
Rabeno Fasolo	Lucas
Rabinowitz	Arthur
Rabinowitz	Elliot
Rahbar	Reza
Rajabi	Farrah
Rajagopalan	Supraja
Rakoff-Nahoum	Seth
Rangel	Shawn
Ranjit	Roger

<b>Provider Last Name</b>	<b>Provider First Name</b>
Rao	Supriya
Raskin	Kevin
Ratey	John
Rathod	Rahul
Rayala	Heidi
Reade	Julia
Reddy	Madhuri
Redline	Susan
Regan	Brian
Reichheld	James
Renthal	Nora
Resnick	Cory
Ress	Richard
Reuter	Susan
Reynolds	Matthew
Rhodes	Jonathan
Rhodes-Kropf	Jennifer
Richardson	Michael
Rider	Elizabeth
Riney	Pearl
Riskin	Joy
Ritholz	Marilyn
Rivers	Samuel
Rivkin	Michael
Roberts	Stephanie
Roberts Kenney	Amy
Robertson	Richard
Robles	Liliana
Robson	Caroline
Rodig	Nancy
Rodriguez	Vithya
Roh	Miin
Rohanizadegan	Mersedeh
Rolde	Alexandra
Rooney	Colleen
Rosen	Alvin
Rosenblatt	Peter
Rotenberg	Alexander
Rottenberg	Elissa



<b>Provider Last Name</b>	<b>Provider First Name</b>
Rubinstein	Eitan
Rufo	Paul
Ryan	Amy
Ryniec	Jessica
Sabharwal	Sabina
Sacharow	Stephanie
Sacks	Andrea
Sadat-Aalae	Misagh
Sahin	Mustafa
Saillant	Meredith
Salama	Andrew
Saleeb	Susan
Salehpour	Maryam
Salomons	Howard Alan
Salzman	Carl
Sandler	Courtney
Sandora	Thomas
Sankaran	Vijay
Sansevere	Arnold
Savage	Shannon
Scheff	David
Schlechter	Benjamin
Schwartz	Jane
See	Pokmeng
Settel	Kenneth
Setton	Matan
Shad	Asfa
Shafer	Keri
Shah	Ankoor
Shah	Samir
Shah	Sandhya
Shamberger	Robert
Shao	Weiru
Shapiro	Steven
Sharma	Tanvi
Sharp	John
Shearer	Aiden
Shearer	Katherine
Sheehan	Amanda

<b>Provider Last Name</b>	<b>Provider First Name</b>
Sheils	Catherine
Shimamura	Akiko
Shlosman	Natalie
Shore	Benjamin
Sidhom	Samy
Sieff	Colin
Silverman	Kenneth
Silvester	Jocelyn
Simonson	Donald
Singh	Malkit
Singh	Michael
Singh	Tajinder
Slye	Kurt
Smith	Edward
Smith	Eric
Smith	Jessica
Smith	Jonathan
Snaman	Jennifer
Snyder	Brian
Snyder	Marcy
Solinsky	Ryan
Somers	Michael
Soneru	Christian
Sood	Shreya
Soto-Rivera	Carmen
Soul	Janet
Soule	Michael
Spencer	Dennis
Spencer	Samantha
Spingarn	Roger
Sreenivasan	Prithvi
Srivatsa	Abhinash
Stefater	Margaret
Stein	Deborah
Steinberg	Jeffrey
Steinberg	Lon
Steiner	Marcia Kathryn
Stoler	Joan
Stone	Andrew

<b>Provider Last Name</b>	<b>Provider First Name</b>
Stone	Jennifer
Stone	Scellig
Stredny	Coral
Stuart	Keith Ellis
Stupay	Kristen
Sulyanto	Rosalyn
Sweeny	Katherine
Szeto	Winnie
Taghinia	Amir
Tahir	Syed
Taitelbaum	Greta
Takeoka	Masanori
Tan	Wen-Hann
Tarkan	Joshua
Teasdale	Sarah
Thatai	Lata
Theodore	George
Thorogood	Ashleigh
Thurmond	Kimberly
Tilson	Richard
Tomczak	Michal
Tracy	Molly
Traum	Avram
Tremblay	Elise
Tretter	Christopher
Triedman	John
Triffletti	Philip
Trubilla	Susan
Tsai	Andy
Tsay	John
Tschirhart	Evan
Tsuboyama	Melissa
Tuli	Varuna
Turkcan	Husne
Twarog	Frank
Tworetzky	Wayne
Ullman	Sonal
Ullrich	Christina
Upadhyay	Jagriti

<b>Provider Last Name</b>	<b>Provider First Name</b>
Upton	Joseph
Urion	David
Valdez Arroyo	Sherley
Valente	Anne
Valenti	Erin
Vamvini	Maria
Van Dam	Steven
Vanderveen	Deborah
Vaughan	Ana
Velarde	Jorge
Verhave	Menno
Vernacchio	Louis
Viloria	Rebekah
Visner	Gary
Volk	Mark
Voltaire	Cassandre
Vorontsova	Natalya
Voss	Stephan
Votta	Jennie
Vuillermin	Carley
Wakhloo	Ajay
Walsh	Christopher
Walters	Michele
Wang	Hsin-Hsiao
Ward	Sarah
Ward	Valerie
Warf	Benjamin
Warrenski	Joan
Wassner	Ari
Waters	Peter
Watnick	Paula
Watson	Christopher
Watters	Karen
Wehrman	Andrew
Weil	Brent
Weinstein	Cheryl
Weir	Dascha
Weissmann	Lisa
Weldon	Christopher

<b>Provider Last Name</b>	<b>Provider First Name</b>
Wessels	Michael
White	Henry
Whitman	Mary
Whittemore	Kenneth
Williams	David
Williams	Lakesha
Winant	Abbey
Winkelman	William
Winters	Thomas
Wojcik	Monica
Wolf	Anne
Wolfe	Joanne
Wolfsdorf	Joseph
Wolkow	Natalie
Woo	Tsung-Ung
Wright	Kristen
Wu	Carolyn
Wu	Carolyn
Wu	Martha
Wuerz	Thomas
Wyatt	Daniel
Yang	Edward
Yasuda	Jessica Lacy
Yeats	Ashley
Yen	Yi-Meng
Yen-Matloff	Shirley
Yi	Anthony
Yin	Suellen
Yogman	Michael
Yoon	Michael
Young	Gregory
Young Poussaint	Tina
Yu	Richard
Zalieckas	Jill
Zandman	Shana
Zarwan	Corrine
Zendejas-Mummert	Benjamin
Zephrani	Alon
Zeve	Daniel

Provider Last Name	Provider First Name
Zhou	Zheng
Zhu	Jia
de Ferranti	Sarah

Updated 7/2021

## Appendix 6

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### **Public Access to Documents**

Information on the BIDMC Financial Assistance Policy, Plain Language Summary, Financial Assistance Application, Medical Hardship Application and the BIDMC Credit and Collection Policy will be made available to patients and the community served by BIDMC through a variety of sources, free of charge:

1. Patients and Guarantors may request copies of all documents pertaining to Financial Assistance and Credit and Collections, and may request assistance in completing both the Financial Assistance and Medical Hardship Applications, via phone, mail or in person at:

BIDMC  
Financial Counseling Unit  
East Campus/Rabb  
Room 111  
Boston, MA 02215  
617-667-5661

2. Patients and Guarantors may download copies of all documents pertaining to Financial Assistance and Credit and Collection Policy via the BIDMC public website: [bidmc.org/financialassistance](https://bidmc.org/financialassistance)

The Financial Assistance Policy, Plain Language Summary, Financial Assistance Application, Medical Hardship Application and Credit and Collection Policy will be translated into any language that is the primary language spoken by the lessor of 1,000 people or 5% of the residents in the community served by BIDMC.

BIDMC has posted notices (signs) of availability of Financial Assistance as outlined in this policy in the following locations:

1. General admissions, patient access, waiting/registration areas, or equivalent, including, for the avoidance of doubt, the emergency department's waiting/registration area;
2. Waiting/registration areas or equivalent of off-site hospital-licensed facilities; and
3. Patient financial counselor areas.

Posted signs are clearly visible (8.5" x 11") and legible to patients visiting these areas. The signs read:

### **FINANCIAL ASSISTANCE NOTICE**

The Medical Center offers a variety of financial assistance programs to patients who qualify. To find out if you're eligible for assistance with your hospital bills, please visit our Financial Counseling Office in the 1<sup>st</sup> floor of the Rabb building or call 617-667-5661 for information about the various programs and their availability.

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**Policy History**

<b>Date</b>	<b>Action</b>
September 2016	Policy approved by the Board of Directors
August 2019	Revised Policy approved by BILH EVP/CFO and BIDMC Board Treasurer as Authorized Body of the Board
August 2020	Revised Policy approved by BILH EVP/CFO and BIDMC Board Treasurer as Authorized Body of the Board

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