

# Financial Assistance Policy

## Plain Language Summary

### Financial Assistance Offered

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

#### Am I eligible?

Patients who have the means are expected to pay for services received at Tufts Medicine entities. 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 Medicaid or other Federal Programs.

#### How do I apply?

If you are unable to pay, visit our website at [tuftsmedicalcenter.org/financialassistance](https://tuftsmedicalcenter.org/financialassistance) where you can review, download, and print information to learn about available financial assistance programs. The Tufts Medicine Financial Assistance Policy and Application are available free of charge on the website and through Financial Coordination. You may request to have one mailed to you.

#### Exclusions

The policy only applies to medically-necessary services rendered at Tufts Medicine entities. It does not apply to services rendered by independent physicians or practitioners that are not employed by Tufts Medicine. This includes but is not limited to Anesthesiologists, Radiologists, and Pathologists.

#### 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

財務補助文件亦有中文翻譯版。

Os documentos de Assistência Financeira estão disponíveis no idioma português.

Документы о финансовой помощи имеются на русский языке.

Hay traducciones de los documentos de Asistencia Financiera disponibles en español.

Các bản dịch thuật tài liệu về Hỗ trợ Tài chính có sẵn bằng Tiếng Việt.

You may contact any of the three Financial Coordination Departments by telephone, or in person at:

- Tufts Medical Center  
Biewend Building, 1st Floor, 260 Tremont Street, Boston, MA 02111  
T 978.937.6700
- Tufts Medical Center  
Proger Building, 1st Floor, 800 Washington Street, Boston, MA 02111  
T 978.937.6700
- Lowell General Hospital  
Dahod Building, Ground floor, 295 Varnum Avenue, Lowell, MA 01854  
T 978-937-6700
- Lowell General Hospital Saints Campus  
Ground floor, 1 Hospital Drive, Lowell, MA 01852  
T 978-937-6700
- Melrose Wakefield Hospital  
Porter Street, First Floor, 585 Lebanon Street, Melrose, MA 02176  
T 978-937-6700
- Lawrence Memorial Hospital  
Ground Floor near Urgent Care, 170 Governors Avenue, Medford, MA 02155  
T 978-937-6700

