

# Do You Need Financial Assistance?

## General Criteria for Financial Assistance

Elliot Health System has a Financial Assistance Policy for people who are uninsured, underinsured, do not qualify for government assistance (Medicare or Medicaid), or who are otherwise unable to pay for medically necessary care, and meet The Elliot's criteria for financial assistance.

Generally, financial assistance will be based on a combination of family income and assets. Federal Poverty Guidelines will be used to determine a patient's eligibility for financial assistance.

*Financial assistance is not available until all other sources of payment have been exhausted.*

## Types of Financial Assistance Available:

### Full Financial Assistance:

This is a complete write-off of Elliot Health System charges for eligible services. Full financial assistance is available to patients, or their guarantors. Annual income and other assets are considered when determining qualification.

### Medical Hardship:

Elliot Health System recognizes there may be the need to grant additional assistance based on extenuating circumstances. Patients, or their guarantors, may be eligible for medical hardship assistance if they have incurred significant out-of-pocket obligations resulting from medical services provided by Elliot Health System.

## Once I qualify for Financial Assistance, what else should I know?

- Once eligible for financial assistance, you will not be charged more for emergency or medically necessary services than insured patients.
- Services that are not eligible under The Elliot Financial Assistance policy include: cosmetic surgery, dental, implants and retail pharmacy.

**Patient Financial Advocates are available to assist you.**  
Please contact them by calling (603) 663-7235.



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### For More Information:

Elliot Hospital, Patient Financial Assistance  
Attn: Financial Advocate  
One Elliot Way, Manchester, NH 03103  
1-866-425-3177

FREE copies of the complete Financial Assistance Policy are available on-line at [www.elliotohospital.org](http://www.elliotohospital.org) or at Elliot Hospital in the office of Financial Assistance.