

Do you need assistance completing an application?

You can get help in the following ways:

Receive in-person assistance by going to the following locations

Dartmouth-Hitchcock Medical Center
One Medical Center Drive
Lebanon, NH 03756

Dartmouth-Hitchcock Concord
253 Pleasant Street
Concord, NH 03301

Dartmouth-Hitchcock Manchester
100 Hitchcock Way
Manchester, NH 03104

Dartmouth-Hitchcock Nashua
2300 Southwood Drive
Nashua, NH 03063

Dartmouth-Hitchcock Keene
580-590 Court Street
Keene, NH 03431

Call one of our Patient Advocates at:

(844) 647-6436.

Please send completed applications to:

Dartmouth-Hitchcock
Attn: PFS - Level 3 - NSA
One Medical Center Drive
Lebanon, NH 03756-0001

Financial Assistance Policy



201605-123



Do you need assistance to pay your bill for emergency or medically necessary care at Dartmouth-Hitchcock?

You may be eligible for financial assistance.

D-H offers free or discounted care for emergency or medically necessary services provided to patients who qualify and are residents of NH or VT, or a non-resident who experiences a medical emergency while in our service area.

Generally, financial assistance will be available to help with balances you owe 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 300% of the Federal Poverty Limit; issued by the Department of Health and Human Services (HSS), 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 self-pay discount or other discounts according to our Policy. You can find information below about how to get a copy of the full D-H Financial Assistance Policy which describes these potential discounts in more detail.

D-H's Financial Policy

Patients without insurance cannot be charged any more than amounts generally billed to patients who have insurance covering the same care. Dartmouth-Hitchcock applies a discount against gross charges to all balances where there is no insurance, or to services classified as non-covered by any 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.

How do I apply for financial assistance?

Patient Advocates 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. An application can be requested in person, over the telephone or obtained via the web link below.

At your request, a financial application form or a copy of the Financial Assistance Policy will be mailed to you at no charge. Also, these documents and this Summary are available on our website at dartmouth-hitchcock.org/billing-charges/financial_assistance.html and printed in the following languages:

- Spanish
- Chinese
- Nepalese
- French
- Greek
- Arabic
- Portuguese
- Vietnamese
- Russian