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## Financial Assistance Policy: **Plain Language Summary**

### ■ **Financial Assistance Offered**

Tufts Medical Center takes pride in providing the best care for every patient. Tufts Medical Center 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 Medical Center. 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 [www.tuftsmedicalcenter.org/financialassistance](http://www.tuftsmedicalcenter.org/financialassistance) where you can review, download, and print information to learn about available financial assistance programs. Tufts Medical Center's 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 Medical Center. It does not apply to services rendered by independent physicians or practitioners that are not employed by Tufts Medical Center. 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 the Financial Coordination Department by email at [financialassistance@tuftsmedicalcenter.org](mailto:financialassistance@tuftsmedicalcenter.org), by telephone at 617-636-6013, or in person at the Tufts Medical Center locations below.

- Biewend Building, 1st Floor, 260 Tremont Street, Boston, MA 02111
- Proger Building, 1st Floor, 800 Washington Street, Boston, MA 02111
- Emergency Department, 1st Floor, 800 Washington Street, Boston, MA 02111