
NeighborHealth

Financial Assistance Policy: **Plain Language Summary**

NeighborHealth delivers health care to everyone, even if you cannot pay. If you need emergency care or other necessary medical care and cannot afford it, NeighborHealth has programs that can help. Staff will talk with you to see if you can get financial help. They can help you apply for Medicaid, other state programs, health plans, the Sliding Fee Discount Program, or other discounts. Some people may not have to pay anything. Others may need to pay only part of the cost. If you qualify for financial help, you will not be charged more than what the health center usually charges for the same care.

Who Can Get Help?

People with low income, people with insurance, people without insurance, and people who do not have enough insurance can all apply. You may get help even if you already have insurance. Your eligibility depends on things like your household income, how many people are in your family, your medical needs, and the state where you live.

How to Apply

Information about the Financial Assistance Policy is available in English, Spanish, Portuguese, Arabic, and Haitian Creole. To learn more or to get help with the application or translated instructions, please contact the center.

- Contact Patient Services Department at (617) 568-4600 or visit an office location, Monday through Friday, from 8 AM to 5 PM, at:
 - 79 Paris Street, East Boston, MA 02128; or
 - 1601 Washington Street, Boston, MA 02118
- Visit the Center's website for the financial assistance policy at <https://www.neighborhealth.com/en/patients-and-visitors/patient-financial-assistance-program/>
- Make a written request for program information and application instructions by mail to:
NeighborHealth
Attention: Patient Services Department
10 Gove Street
East Boston, MA 02128