



Gaylord Specialty Healthcare Financial Assistance Policy - Plain Language Summary

Do you need Financial Assistance?

Gaylord Specialty Healthcare offers financial assistance to our patients as part of our mission to preserve and enhance a person's health and function. If you cannot pay for medically necessary care for inpatient or outpatient services, help is available through Gaylord's Financial Assistance Policy and Financial Assistance Funds.

How can we help?

If you are coping with personal financial hardship and your household income is at or below 250% of the current Federal Poverty Level guidelines based on your family size, you may qualify for Financial Assistance. In addition, if you are uninsured or underinsured, you will be offered assistance, and it may be granted (partially or fully) based on your ability to pay.

How can you apply?

To apply, you must have one or more outstanding balances owed to Gaylord Specialty Healthcare. In addition, you need to provide proof that you have applied for CT Medicaid/Husky, and that the application was denied due to failure to satisfy income or other eligibility requirements. The Financial Assistance will not cover travel expenses, food, lodging, or durable medical equipment.

Where can you get an application?

More detailed information and Financial Assistance Forms will be sent to you by mail or email if you call Gaylord's Business Services Office at (203) 284-2827. You can also find it online at www.gaylord.org. In addition, copies of the policy and application are also available at Admissions and Outpatient Services Offices at the following locations: 50 Gaylord Farm Rd, Wallingford, CT 06492; 8 Devine Street, North Haven, CT 06473; 1154 Highland Ave, Cheshire, CT 06410; 50 Berlin Rd, Ste1, Cromwell, CT 06416; 28 Durham Rd, Ste 1, Madison, CT 06443.

Do you need more help or information?

We are here to help if you need more information about the policy or application process:

- Online at www.gaylord.org
- You may also call Gaylord Business Services at (203) 284-2827

Is English a second language for you?

We can help you understand by providing translations of the Financial Assistance Policy, Financial Assistance Policy Forms, and this Plain Language Summary. This information is available at www.gaylord.org

How much will be the Amount Generally Billed (AGB)?

If you are eligible for financial assistance, you will not be charged more than the amounts generally billed for medically necessary care to patients covered by insurance for that care. For 2024 the amount generally billed is 49.1% of charges.

Will this process be confidential?

Yes. Any information you provide to us will be kept entirely confidential and treated as protected health information under the Health Insurance Portability and Accountability Act (HIPAA).