

# Meritus Medical Center Financial Assistance Policy

Meritus Medical Center is committed to providing all patients with medically necessary care regardless of their ability to pay. If you are unable to pay for medical care, you may qualify for free or reduced cost medically necessary care if you have a low income, have no health insurance or no other insurance options or sources of payment.

## Patients' Rights

Meritus Medical Center will work with their uninsured patients to gain an understanding of each patient's financial resources.

- Those patients that meet the criteria of Meritus Medical Center's financial assistance policy may receive assistance from Meritus Medical Center in paying their bill.
- Meritus Medical Center will provide assistance with enrollment in Medicaid or other considerations of funding that may be available from other charitable organizations.
- If you do not qualify for Medical Assistance, or financial assistance, you may be eligible for an extended payment plan for your hospital medical bills.
- If you believe you have been wrongly referred to a collection agency, you have the right to contact the hospital to request assistance. (See contact information below).

## Patients' Obligations

Meritus Medical Center believes that its patients have personal responsibilities related to the financial aspects of their healthcare needs. Our patients are expected to:

- Pay the hospital bill in a timely manner if they have the ability to pay.
- Contact the hospital immediately if the patient cannot afford to pay the bill in full and seek assistance in resolving their outstanding balance.
- Provide complete and accurate insurance and financial information.
- Provide requested data to complete Medicaid applications in a timely manner.
- Maintain compliance with established payment plan terms.
- Notify us immediately at the number listed below of any changes in circumstances.

## How to Apply

Applications can be downloaded from the following link: [www.meritushealth.com/financialassistance](http://www.meritushealth.com/financialassistance). Paper copies of the application can be obtained at the following locations in Meritus Medical Center:

- Registration - Main Lobby
- Same Day Services
- Emergency Room
- The Imaging Center

To have an application mailed to you, please call 301-790-8928.

## Contacts

**Call 240-313-9500 with questions concerning:**

- Your hospital bill
- Your rights and obligations with regards to your hospital bill

**Call 301-790-8928 with questions concerning:**

- How to apply for Maryland Medicaid
- How to apply for free or reduced care

For information about Maryland Medical Assistance contact your local department of Social Services

1-800-332-6347 TTY 1-800-925-4434 Or visit: [www.dhr.state.md.us](http://www.dhr.state.md.us)

## Physician Charges

Physician charges are not included in hospitals bills and are billed separately by the physician.



11116 Medical Campus Road  
Hagerstown, MD 21742