Financial Assistance Policy

Dosher Memorial Hospital wants to help patients who do not have health insurance or who need help paying their hospital bills. As a nonprofit health care organization, we care about the patients and communities we service through better health and better healthcare. Our staff can help you:

- Apply for health insurance through the new Marketplace
- Apply for Medicaid Assistance
- Determine if you qualify for financial assistance from Dosher Memorial Hospital

Dosher Financial Assistance

First and foremost, your financial circumstances will not affect your care. All patients are treated with respect and fairness. Patients who meet certain income guidelines may qualify for Dosher Financial Assistance. Patients who are eligible for financial assistance will be billed less than the amounts generally billed to individuals who have insurance covering such care.

If you are insured and have questions about your coverage or your level of benefits, please contact your insurance provider. Depending on the type of services and level of financial assistance, a partial payment may be required. We can give you a Financial Assistance Policy Income and Discount chart that shows the payment amounts upon request.

Financial assistance approval will be in effect for 6 months from the date of approval. Patients who have services within this time period should inform us of the visit by calling 910-457-3869 or 910-457-3810 so that financial assistance may be applied.

Exception to the financial assistance qualification criteria will be considered on an individual basis.

Applying for Financial Assistance

You may apply for Financial Assistance at any time—before, during or after your care, up to 240 days after your initial bill. We will send information with our bill about how to apply for assistance. Applications are also available upon request on our website at www.dosher.org. The application requires proof of income such as an income tax return or paycheck stub. Examples of documents which may be used as proof of income can be found on the application form.

Patients who have been enrolled in Medicaid and who are deemed eligible in the last six months automatically qualify for Financial Assistance for medical services that are not covered by Medicaid. (The only exception is if the previous Medicaid enrollment was due to pregnancy. In that case, you can still apply for Financial Assistance.)

Medical Qualifications for Financial Assistance

Dosher Memorial Hospital will provide without exception, care of emergency medical conditions to all patients seeking such care, regardless of ability to pay or to qualify for financial assistance, in accordance with the requirements of the Emergency Medical Treatment and Active Labor Act (EMTALA).

Financial assistance is available only for emergency and medically necessary services. It does not apply to elective procedures such as cosmetic surgery. It also does not apply to the portion of your services that have been paid for by a third party such as an insurance company or government program.

A listing of providers who are not included under Dosher’s financial policy is available by calling 910-457-3869 or 910-457-3810.

Income Guidelines for Financial Assistance

The amount of financial assistance you receive is based on Federal Poverty Guidelines, set by the U.S. government each year. To be eligible for a discount, your family size and family income must be equal to or less than 250% of the Federal Poverty Guidelines. Patients who exceed 250% are not eligible for a discount under the Financial Assistance Policy.

Once a patient has been determined to be eligible for financial assistance, an individual will not be charged more than the amounts generally billed (AGB) for emergency or other medically necessary care provided to individuals with insurance covering that care. At Dosher the AGB is determined through the “Look-back method”.

Learn More

You can get more information about the Dosher Financial Assistance Policy and an application, or make a request to receive written notice or communication electronically by speaking with a Patient Services representative or by calling 910-457-3869 or 910-457-3810. Information and application forms are also available at www.dosher.org. Please feel free to ask about Financial Assistance. We are here to help.

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