

**St. John's Riverside Hospital**  
**ANDRUS PAVILION/DOBBS FERRY PAVILION/PARKCARE PAVILION**  
**FINANCIAL ASSISTANT SUMMARY**

**St. John's Riverside Hospital recognizes that there are times when patients in need of care will have difficulty paying for the services provided. Health Solution provides discounts to qualifying individuals based on your household income and family size. In addition, we may help you apply for free or low-cost insurance if you qualify. Just contact our Financial Counselor (914) 964-7799 or go to 2 Park Avenue 4<sup>th</sup> floor, Yonkers, New York for confidential assistance.**

**WHO QUALIFIES FOR A DISCOUNT?**

Financial Assistance is available for patients with limited incomes who are uninsured or underinsured.

Anyone who lives in the following counties: Westchester, Orange, Putnam, Rockland, Bronx, Manhattan (New York), Brooklyn (Kings) and Queens, may receive a discount on their medical bill from St. John's Riverside Hospital, if they meet the income guidelines listed below.

You may apply for a discount regardless of immigration status.

You cannot be denied emergency or medically necessary care because you need financial assistance.

## WHAT ARE THE INCOME LIMITS?

The amount of the discount varies based on your household income and the number of people in your family. If you have no health insurance or underinsured, these are the income limits:

FAMILY SIZE	ANNUAL FAMILY INCOME	MONTHLY FAMILY INCOME	WEEKLY FAMILY INCOME
1	UP TO \$62,600	UP TO \$5,217	UP TO \$1,204
2	UP TO \$84,600	UP TO \$7,050	UP TO \$1,627
3	UP TO \$106,600	UP TO \$8,883	UP TO \$1,986
4	UP TO \$128,600	UP TO \$10,717	UP TO \$2,473
5	UP TO \$150,600	UP TO \$12,550	UP TO \$2,896
6	UP TO \$172,600	UP TO \$14,383	UP TO \$3,319
7	UP TO \$194,600	UP TO \$16,217	UP TO \$3,672
8	UP TO \$216,600	UP TO \$18,050	UP TO \$4,165
<b>FAMILY OF MORE THAN 8 PERSONS EACH ADDITIONAL FAMILY MEMBER \$5,500</b>			

Based on the 2025 Federal Poverty Guidelines

## WHAT IF I DO NOT MEET THE INCOME LIMITS?

If you cannot pay your bill in full, St. John's Riverside Hospital, offers a payment plan. The amount you may pay depends on your total household income. Payment plans are available to those who exceed the income limits based on the balance and patient responsibility. **A 15% discount may be offered to non-qualifying patients.**

## CAN SOMEONE EXPLAIN THE DISCOUNT? CAN SOMEONE HELP ME APPLY?

Yes, confidential help is available, call St. John's Riverside Hospital, Financial Counselor, at (914) 964-7799 or visit our website '[www.riversidehealth.org](http://www.riversidehealth.org)' for more information.

If you do not speak English, someone will help you in your language. The Financial Counselor can tell you if you qualify for free or low-cost insurance, such as Medicaid, Child Health Plus and Family Health Plus.

If the Financial Counselor finds that you don't qualify for low-cost insurance, they will help you apply for our "Health Solution" discount. The Charity Care Program (HEALTH SOLUTION) is designed to provide financial assistance for patients who are unable to pay for all or a portion of their medical expenses incurred at the Hospital and who meet the eligibility guidelines established under the program. The Counselor will help you complete all necessary applications and provide a list of documents you would need to provide.

## **WHAT DO I NEED TO APPLY FOR A DISCOUNT?**

The following documents are necessary to apply for Health Solution:

1. Either two current pay stubs, Social Security/Pension Award letter or other proof of income as advised by the Financial Counselor
2. State/Federal Photo Identification
3. Proof of address
4. **For underinsured documentation of paying 10% of monthly gross income must be provided in order to apply for Health Solution.**

If you can not provide any of these, you may still be able to apply for Health Solution.

## **WHAT SERVICES ARE COVERED?**

All hospital services are covered by the discount except for Cosmetic Surgery and Physician services.

Charges from private doctors who provide services in the hospital may not be covered. These may include, but are not limited to radiologists, pathologists, anesthesiologists, emergency room physicians, or providers of nursing home services. You should talk to your private doctor to see if they offer a discount or payment plan.

## **HOW MUCH DO I HAVE TO PAY?**

Our Financial Counselor will give you the details about your specific discount(s) once your application is processed.

**If you cannot pay the amount in full a payment plan may be set up for your convenience. The payment plan will not be more than 10% of your gross monthly income before tax.**

## **HOW DO I GET THE DISCOUNT?**

You must complete a Health Solution application and provide all necessary documents. As soon as all documentation is provided, we can process your application for a discount according to your income level.

You may apply for Health Solution before you have an appointment, when you come to the hospital to get care, or when the bill comes in the mail.

Bring the completed application to 2 Park Avenue, Yonkers, New York 4<sup>th</sup> floor, Financial Assistance Unit. You have up to 120 days after receiving services to submit the application.

### **HOW WILL I KNOW IF I WAS APPROVED FOR THE DISCOUNT?**

St. John's Riverside Hospital will send you a letter within 30 days after completion and submission of documentation, telling you if you have been approved and the level of discount you will receive. If your application is turned down, the hospital will inform you in writing stating the reason why your application was denied.

### **HOW MAY I APPEAL THE DECISION?**

You may appeal this decision by sending a written letter to the Manager of the Financial Assistant Unit at 2 Park Care, Yonkers, New York 10703.

### **WHAT IF I RECEIVED A BILL WHILE I'M WAITING TO HEAR IF I CAN GET A DISCOUNT?**

Should you receive a statement you may call the Financial Counselor at (914) 964-7799 to discuss your application. You cannot be required to pay a hospital bill while your application for Health Solution is being considered as long as you have provided all necessary documents.

### **WHAT IF I HAVE A PROBLEM I CANNOT RESOLVE WITH THE HOSPITAL?**

You may call the New York State Department of Health complaint hotline at 1-800-804-5447.