

### How are discounts determined?

Discounts are determined based on the income test described above. You can pay as little as \$0 if your income is 600% or less of the Federal Poverty Level (FPL) and meet all the other qualifications for eligibility.

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

### When can I apply for a discount?

You have to fill out the application form. As soon as we have the information on your residency, income, and family size we can process your application for a discount.

You can apply for a discount before you have an appointment, when you come to the hospital to get care, or when the bill comes in the mail. Send the completed form to any of the locations listed above.

Patients will have at least two hundred and forty (240) days from the date of service or discharge to apply for financial assistance. Patients will have a least another twenty days from receipt of the application materials from the hospital to provide the information.

### How long will it take to get a discount?

The Hospital will send you a letter within 30 days after completion and submission of the application, telling you if you have been approved and the level of discount you qualify for.

### Do I have to pay a bill while my application is being considered?

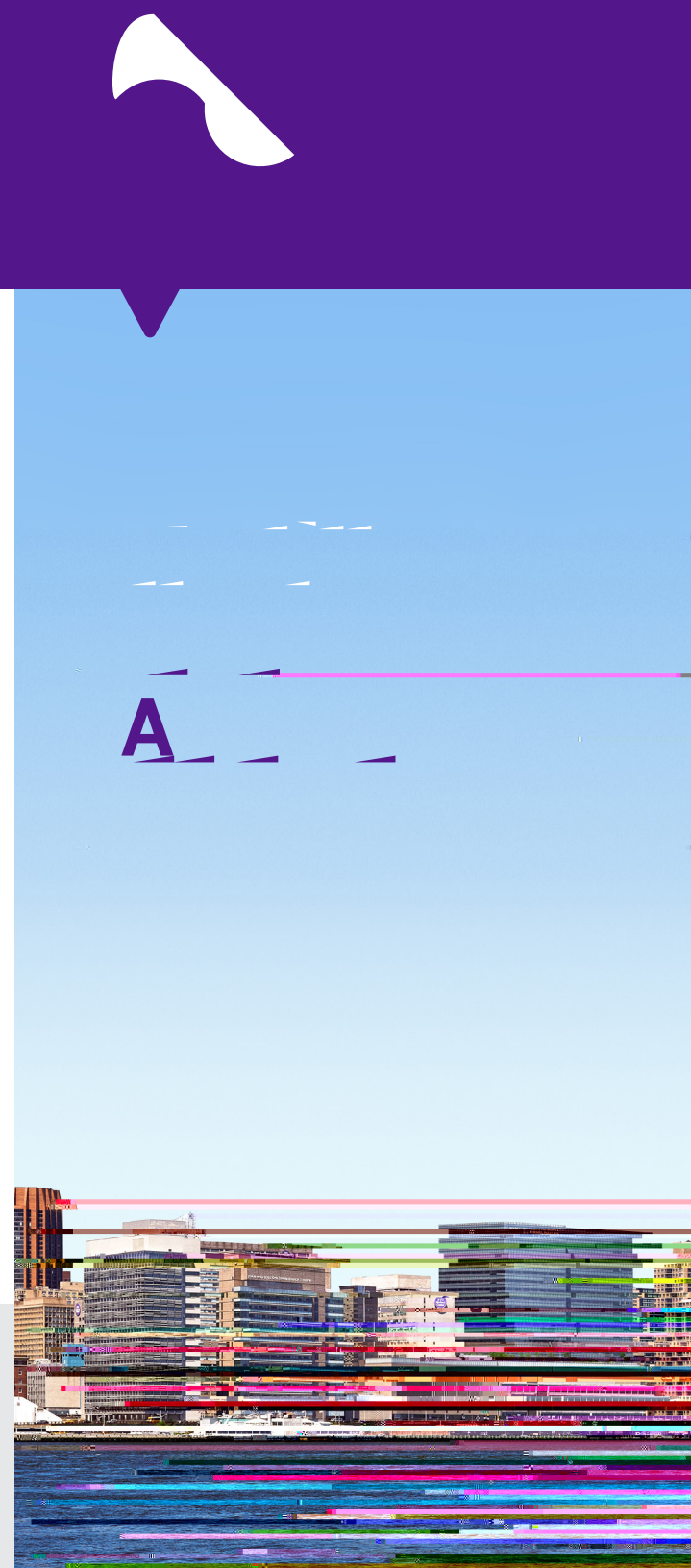
You are not required to pay a hospital bill while your application for a discount is being considered. If your application is turned down, the Hospital must tell you why in writing and must provide you a means to appeal the decision to a higher level within the Hospital.

### What if I have a complaint?

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

### Where can I get more information?

For more information, please contact the Financial Counselor at the hospital or call the toll-free number 1-800-804-5447.



NYU Langone Hospitals recognizes that there are times when patients in need of care will have difficulty paying for the services provided. The Hospital provides discounts to qualifying individuals based on income. In addition, we can help you apply for free or low-cost insurance if you qualify. Just contact one of our Financial Counseling Offices at these convenient locations for free, confidential assistance.

**Manhattan**  
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- Tisch: 550 1st Avenue, Room Tisch SK 1-33
- LOH: 301 East 17th Street, Room 203B
- Phone # 1-866-486-9847

**Brooklyn** :

- 150 55th Street, Suite LB 2940
- Phone # 1-718-630-6252

**Queens** :

- 131 Mineola Blvd, Suite 105
- Phone # 1-516-663-8373

For more information please visit our website at \_\_\_\_\_

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