



Frequently Asked Questions

- Q. What is Community Care?**
A. A Saint Vincent Health Center program designed to assist persons with Saint Vincent Health Center hospital bills who are uninsured and who have limited income and resources. Patients may also request financial planning and Community Care evaluation prior to a hospital service.
- Q. What is the Community Care decision based on?**
A. Your yearly income, the size of your family and other factors, such as savings and investments. These factors will be compared to guidelines approved by the Saint Vincent Health Center Board of Trustees to determine eligibility for this program.
- Q. What documentation is required?**
A. Tax return for the most recent year. Proof of current income, such as recent paystubs, a benefit letter from Social Security Administration or a benefit letter from the Unemployment Compensation office. Current statements for bank accounts - other documentation may be required based on individual circumstance.

continued on back

Frequently Asked Questions

- Q. What if I exceed the income limit?**
A. Paid and unpaid medical expenses related to the current course of treatment will be considered. Such bills may include doctor's office visits, testing and prescriptions.
- Q. How do I apply?**
A. Call the Saint Vincent Patient Accounting-Customer Service office weekdays to request a financial evaluation application for Community Care. Ask questions and discuss your concerns during the phone call. The form will be sent to your home to complete and return by mail with the required documentation.
- Q. What accounts are considered for partial or full write off?**
A. All open accounts due to Saint Vincent Health Center, Saint Vincent Surgery Center, Saint Vincent Medical Group, Saint Vincent Outpatient Center at Union City, Saint Vincent Imaging Center, Rehab Solutions and Saint Vincent Endoscopy are included.

For more information call 452-5011 or toll free 1-877-278-4396, Monday-Friday from 8:30 a.m. to 4 p.m.

Saint Vincent Health System
232 West 25 Street, Erie, PA 16544
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Community Care Policy At Saint Vincent Health Center



SAINT
VINCENT

We know how to treat people.™



Community Care Policy At Saint Vincent Health Center

At Saint Vincent Health Center it is our mission to provide medically necessary treatment and service to all persons, regardless of their ability to pay for care. This mission is communicated to patients and their family members through signs posted in the Health Center and, wherever possible, by patient accounting representatives.

Saint Vincent Health Center understands there are many who are uninsured in these economic times. The Saint Vincent Community Care Policy addresses the financial needs of the uninsured for their hospital bills. Saint Vincent attempts to screen all uninsured patients to determine whether they will qualify for a funding program, such as Medicaid. If no other funding source is available, evaluation for the Community Care Program is encouraged.

The Frequently Asked Questions may help determine if an application to the Community



Care Program would benefit you. An application is required, along with certain documents to verify your financial situation. Upon your request, an application will be mailed to you with a set of instructions, or you can pick up an application at the Registration Office in the hospital main lobby. Once we receive the application and all requested verification documents, we will assess your potential qualification for this program. Where approved, all current open accounts will be considered for a partial or full write-off, and you will no longer be held liable for payment of some or all of the account.

To obtain an application or more information regarding this program, please call us at 452-5011 or toll free at 1-877-278-4396.

If you do not feel that you qualify, you can still take advantage of our discount program available to most patients who do not have any insurance coverage, or do not have coverage that will pay for the service rendered. If you have questions, please do not hesitate to call us at the numbers given above.

Current Income Guidelines for Community Care consideration:

Family Size	Federal Poverty Level (pub. 1/20/2011)	Comm Care Income*
1	\$10,890	\$27,225
2	14,710	36,775
3	18,530	46,325
4	22,350	55,875
5	26,170	65,425
6	29,990	74,975
7	33,810	84,525
**8	37,630	94,075

*If you feel that your income is at or below the guidelines listed here, or if you have high medical bills, please contact us at 452-5011 and we will be glad to advise you.

** Please call 452-5011 or toll free at 1-877-278-4396 for guidelines for family units with more than 8 members.