

Paying for Your Care at Massena Hospital

Massena Hospital and its employed physicians are participating providers in most health plan networks. You can find a list of the plans in which we participate on our website at stlawrencehealthsystem.org. Health plans have numerous products, some of which Massena Hospital *may not* participate in. Please check with your health plan or provider to verify whether or not the provider participates in your health plan.

All physician services you receive at the hospital *are not always included* in the hospital's bill. Independent physicians bill separately for their services and may or may not participate in all of the same health plans as the hospital. Massena Hospital contracts with some physicians, such as our radiologists, hospitalists, anesthesiologists, and pathologists, who provide services at the hospital. Contact information for our contracted physicians is listed below and at stlawrencehealthsystem.org.

Category	Organization	Contact	Phone Number
Anesthesiology	Premier Anesthesia of New York	Billing Department	844.965.1271
Hospitalists	Change Healthcare	Billing Department	844.563.9283
Lab/Pathology	Cold River Associates, Dr. Smith	Joy Good	518.574.6315
Radiology	Merdian Financial Management Inc.	Billing Department	888.429.5380

If you do not have health insurance, you may be eligible for assistance in paying your hospital and employed physician bills. Information about Financial Assistance Program is available at stlawrencehealthsystem.org. Massena Hospital offers income based financial assistance and payment plans for medically necessary health care services at our hospital and its employed physician practice offices.

- Financial Assistance Discounts are available for uninsured and underinsured patients who reside in New York State and whose household income, as determined by the income patients provide in the Financial Assistance Application, is equal to or less than 400% of the most recent Federal Poverty Guidelines. Further information on income eligibility requirements, visit our website at stlawrencehealthsystem.org.
- Patients can submit Financial Assistance Discount applications prior to or on the day their care is provided up until the 240th day after the first post-discharge billing statement is provided. Once a completed application is received, the patient will be notified of approval determination within 30 days.

You may appeal any Out-of-Network or Financial Assistance decision, by telephone or in writing, as follows:

**St. Lawrence Health
Patient Financial Advocacy
50 Leroy Street
Potsdam, NY 13676
315.261.5150**