

Important Information About 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 attached and at www.stlawrencehealthsystem.org. Some health plans use smaller networks for certain products they offer so it is important to check whether we participate in the specific program you are covered by.

All physicians and hospitals are required by law to make their insurance participation and pricing information available to you for the items and services they provide. 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 radiologist, hospitalists, anesthesiologists and pathologists who provide services at the hospital. Your physician will be able to tell you whether the services of any other physicians employed or contracted by Massena Hospital are likely to be needed. You should contact them directly to confirm which health plans they participate in and their pricing if you require this information. Contact information for the contracted physicians is listed below and at www.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 is listed and available at StLawrenceHealthSystem.org via the St. Lawrence Health System website. 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 is offered to patients up to 300% of the Federal Poverty Level; services must be medically necessary and within the Health System's primary service area. Assistance is offered to New York State residents who complete an application and meet the income criteria. All applications must be completed within 20 days of the initial request for financial assistance and must be returned within 90 days of discharge date of service for consideration. If you require a payment arrangement, MH offers interest free payment arrangements based on the balances of the account(s). In most cases, we are able to consolidate the accounts for your payment convenience.

You may Appeal any Out of Network or Financial Assistance decision or denial for our organization by requesting an appeal to: Massena Hospital, Director Revenue Cycle at (315) 261-5158.