

GBMC Billing and Financial Assistance Information Sheet

Hospital Financial Assistance Policy:

- GBMC provides emergency and urgent care to all patients, regardless of their ability to pay.
- Our Financial Assistance Policy offers help to eligible patients experiencing financial hardship.
- We comply with Maryland's legal requirements to provide financial assistance.
- Patient representatives are available to assist with the application process. Apply at www.gbmc.org/financialsupport or via MyChart. For assistance, contact Patient Financial Services at 443-849-2450 or 1-800-626-7766.

Patient Rights:

- Eligible patients can receive financial assistance with their hospital bills.
- If you believe you've been wrongly referred to a collection agency, contact the hospital for help using the contact information below.
- You may qualify for Maryland Medical Assistance, a state and federal program. For information or to apply, call 1-800-332-6347 or visit www.dhs.maryland.gov.
- You may request a written estimate of total charges for hospital non-emergency services, procedures and supplies that are expected to be provided by calling 443-849-2450.
- You may file complaints about financial assistance policy violations with the Health Services Cost Review Commission at hsrc.patient-complaints@maryland.gov or the Health Education and Advocacy Unit at heau@oag.state.md.us.

Patient obligations:

- Patients able to pay are expected to do so promptly. Payment plans are available at no extra cost.
- Maryland residents can apply for income-based payment plans via MyChart or by calling the billing office at the number below.
- Provide correct insurance details, including secondary coverage, during registration. Some insurers require bills to be submitted promptly.
- If uninsured, contact Patient Financial Services promptly if you need financial assistance.
- Incomplete or late payment may result in referral to a collection agency. Provide accurate financial information when applying for free or reduced-cost care. If your situation changes, update Patient Financial Services immediately.

Additional Information:

- Hospital bills do not include charges for physician services, which are billed separately. However, your GBMC statement will list balances for both the hospital and GBMC Health Partners.
- Maryland hospitals can charge an outpatient "facility fee" for using hospital facilities, clinics, supplies and equipment and nonphysician services.

Patient representatives are available by calling 443-849-2450 from Monday – Friday, 8:00am – 4:30pm