

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. Patients have up to 240 days after receiving the initial bill to apply for 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:

- Your GBMC statement will list balances for both the Hospital and GBMC Health Partner physician services. Hospital bills do not include charges for all physician services you may receive. These may be billed separately.
- 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.

Patient/Representative Signature

Date

Time