

## GBMC Financial Assistance Policy Information Sheet

### Hospital Financial Assistance Policy:

- GBMC provides emergency and urgent care to all patients regardless of ability to pay.
- GBMC's Financial Assistance Policy offers assistance to qualified patients who are experiencing financial difficulty.
- GBMC complies with Maryland's legal requirement to provide financial assistance to qualified patients.
- GBMC patient representatives are available to assist you with the application process. You may access an application at [www.gbmc.org/financialsupport](http://www.gbmc.org/financialsupport). Information is available on the GBMC website by choosing Menu → Patients and Visitors → Billing & Financial Support. Patients may also call the GBMC Patient Financial Services department at 443-849-2450 or 1-800-626-7766 to discuss the process or to request a mailed application.

### Patient Rights:

- Those patients that meet the financial assistance policy criteria may receive assistance from the hospital in paying their bill.
- If you believe you have wrongly been referred to a collection agency, you have the right to contact the hospital to request assistance. See contact information below.
- You may be eligible for Maryland Medical Assistance, a program funded jointly by the state and federal governments. To obtain information about or apply for Maryland Medical Assistance contact your local Department of Social Services by phone at 1-800-332-6347; TTY: 1-800-925-4434 or at [www.dhs.maryland.gov](http://www.dhs.maryland.gov).
- You have the right to request and receive a written estimate of the total charges for the hospital nonemergency services, procedures, and supplies that reasonably are expected to be provided and billed for by the hospital. To request an estimate please contact 443-849-2450.
- Patients may file an email complaint to Maryland's Health Services Cost Review Commission for an alleged violation of the financial assistance policy at [hsrc.patient-complaints@maryland.gov](mailto:hsrc.patient-complaints@maryland.gov)

### Patient obligations:

- For those patients with the ability to pay their hospital bill, it is the obligation of the patient to pay the hospital in a timely manner.
- It is your responsibility to provide correct insurance information.
- If you do not have health coverage, we expect you to pay the bill in a timely manner. If you believe that you may be eligible under GBMC's financial assistance policy, or if you cannot afford to pay the bill in full, you should contact the Patient Financial Services department promptly to discuss this matter. See contact information below.
- If you fail to meet your financial obligations for services received, you may be referred to a collection agency. In determining whether a patient is eligible for free, reduced cost care, or a payment plan, it is the obligation of the patient to provide accurate and complete financial information. If your financial situation changes, you have the obligation to promptly contact Patient Financial Services and provide updated information. See contact information below.

### Other Relevant Information:

- Hospital bills do not include charges for physician services and are billed separately. However, your GBMC monthly statement will include balances due for the hospital and GBMC Health Partners.
- Maryland hospitals are permitted to bill outpatients a fee, commonly referred to as a "facility fee", for their use of hospital facilities, clinics, supplies, and equipment.

### Contact information:

Patient representatives are available by calling 443-849-2450. Representatives are available during the hours of Monday – Friday, 8:00am – 4:30pm.