

Care New England
Financial Assistance Policy – Plain Language Summary

The Care New England Financial Assistance Policy/Program (FAP) exists to provide eligible patients, partially or fully-discounted emergency or other medically necessary healthcare services provided by Care New England, which includes Butler Hospital, Women & Infants Hospital, Kent Hospital and Memorial Hospital, Butler Hospital Allied Medical Services, LLC, Kent Ancillary Services, LLC, Affinity Physicians, LLC, MHRI Ancillary Services, LLC, W&I Ancillary Services, LLC & W&I Health Care Alliances, LLC. Care New England and any substantially related entity are hereinafter referred to as Care New England. Patients seeking Financial Assistance must apply for the program, which is summarized herein.

Eligible Services – Emergency or other medical necessary healthcare services provided by Care New England and billed by Care New England. The FAP only applies to services billed by Care New England. Other services which are separately billed by other providers, such as physicians or laboratories, are not eligible under the FAP.

Eligible Patients – Patients receiving eligible services, who submit a complete Financial Assistance Application (including related documentation/information), and who are determined eligible for Financial Assistance by Care New England.

How to Apply – FAP and related Application Form may be obtained/completed/submitted as follows:

- Request documents by mail/or visiting In-person at any of the following CNE Hospital Facility locations:
 - Butler Hospital, Patient Financial Services, 345 Blackstone Blvd, Providence, RI 02906
 - Women & Infants Hospital, Patient Financial Services, 101 Dudley St, Providence, RI 02905
 - Kent Hospital, Patient Financial Services, 455 Tollgate Road, Warwick RI 02886
 - Memorial Hospital, Patient Financial Services, 111 Brewster St, Pawtucket, RI 02860
- Care New England’s Financial Assistance Policy is also available upon request by mail, or in person, at any of the CNE Hospital Facilities listed above.
- Request documents be mailed to you, by calling Care New England’s Patient Financial Services Office at 401-921-7200.
- Download the documents from Care New England’s website: www.carenewengland.org.
- Mail completed applications or deliver in person (with all documentation/information specified in the application instructions) to any of the CNE Hospital Facilities listed above.
- Determination of Financial Assistance Eligibility – Generally, Eligible Persons are eligible for Financial Assistance, using a sliding scale, when their Family Income is at or below 300% of the Federal Government’s Federal Poverty Guidelines (FPG). Eligibility for Financial Assistance means that Eligible Persons will have their care covered fully or partially, and they will not be billed for more that the “Amounts Generally Billed” (AGB) to insured persons (AGB, as defined in IRS Section 501(r) by the Internal Revenue Service). Financial Assistance levels, based solely on Family Income and FPG, are:
 - Family Income at 0 to 200% of FPG, Full Financial Assistance; \$0 is billable to the patient.
 - Family Income at 201-300% of FPG, Partial Financial Assistance; AGB is maximum billable to the patient.

Note: Other criteria beyond FPG are also considered (i.e. availability of cash or other assets that may be converted to cash, and excess monthly income relative to monthly household expenditures), which may result in exceptions to the preceding. If no Family Income is reported, information will be required as to how daily needs are met. Care New England reviews submitted applications which are complete, and determines Financial Assistance Eligibility in accordance with Care New England’s Financial Assistance Policy. Incomplete applications are not considered, but applicants are notified and given the opportunity to furnish the missing documentation/information.

Care New England also translates the FAP, FAP application form and the plain language summary of its FAP in other languages wherein the primary language of the residents of the community served by Care New England represent 5 percent or 1,000; whichever is less; of the populations of individuals likely to be affected or encountered by Care New England. Translated versions are available upon request in person or at the address below; and on Care New England’s website.

For help, assistance or questions please visit or call: Care New England’s Patient Financial Services Department at 401-921-7200; Visiting In-person, come to any of the CNE Hospital Facility Locations listed above Monday through Friday from 8:00am-4pm.