



Gaylord Specialty Healthcare Financial Assistance Policy - Plain Language Summary

Do you need Financial Assistance?

As part of our mission to preserve and enhance a person's health and function, Gaylord Specialty Healthcare offers financial assistance to our patients. If you are unable to pay for medically necessary care for inpatient or outpatient services, help is offered through Gaylord's Financial Assistance Policy and Financial Assistance Funds.

How we can help?

If you are coping with personal financial hardship and your household income is at or below 250% of the current Federal Poverty Level guidelines based on your family size you may qualify for Financial Assistance. If you are uninsured or underinsured you will be offered assistance and it may be granted (partially or fully) based on your ability to pay.

How can you apply?

You or a family member can apply for assistance for you. In order to apply, you must have one or more outstanding balances owed to Gaylord Specialty Healthcare. You need to provide proof that you have applied for CT Medicaid/Husky and been denied due to failure to satisfy income or other eligibility requirements. You also cannot be eligible for coverage under any other health or accident insurance (including Worker's Compensation, Third-party Liability, or Motor Vehicle Insurance). The Financial Assistance will not cover travel expenses, food, lodging or durable medical equipment.

Where can you get an application?

More detailed information and Financial Assistance Forms will be sent to you by mail or email if you call Gaylord's Business Services Office at (203) 284-2827. You can also find it online at <https://www.gaylord.org/Patient-Info/Business-Services/Financial-Assistance>. Copies of the policy and application are also available at Admissions and Outpatient Services Offices at the following locations: 50 Gaylord Farm Rd, Wallingford, CT 06492; 8 Devine Street, North Haven, CT 06473; 1154 Highland Ave, Cheshire, CT 06410; 50 Berlin Rd., Cromwell, CT 06416; 28 Durham Rd., Madison, CT 06443.

Do you need more help or information?

We are here to help if you need more information about the policy or application process:

- Online at <https://www.gaylord.org/Patient-Info/Business-Services/Financial-Assistance>.
- You may also call Gaylord Business Services at (203) 284-2827

Is English a second language for you?

We can help you understand by providing translations of the Financial Assistance Policy, Financial Assistance Policy Forms and this Plain Language Summary. They can be found at <https://www.gaylord.org/Patient-Info/Business-Services/Financial-Assistance>.

How much will be the Amount Generally Billed (AGB)?

If you are eligible for financial assistance, you will not be charged more than the amounts that are normally billed for care that is medically necessary to patients who are covered by insurance for that care. For 2025 the amount generally billed is 47.0% of charges.

Will this process be confidential?

Yes. Any information you provide to us will be kept completely confidential and will be treated as protected health information under the Health Insurance Portability and Accountability Act (HIPAA).

