

Financial Assistance Plain Language Summary



Houlton Regional Hospital (HRH), Houlton Family Practice Rural Health Clinic, and Sigrid E Tompkins Rural Health Clinic (RHCs) recognize that not all patients will have the finances to cover their medical bills. We are committed to providing medical services to our patients regardless of their ability to pay. This Summary will outline our policies.

To Qualify

Financial Assistance is available to patients that meet income guidelines. It will cover all or part of emergency and medically necessary care. Cosmetic procedures, some screenings or elective services may not be eligible for assistance. Patients must fill out an application form, provide proof of income, and be screened for Medicaid eligibility.

Amount of Assistance

Hospital and Outpatient Clinics – patients with family incomes at or below 150% Federal Poverty Level (FPL) – 100% discount

Rural Health Clinics (RHCs) – patients with family incomes between 150% and 210% FPL – 20% to 100% discount, depending on family size.

Patients will not be billed more than the amounts generally billed (AGB) to those covered by the Medicare program.

How to Apply

You may get a copy of our policy and application form free of charge from HRH:

- In person at our Cashier's Office located in the HRH lobby or at any of our Registration locations
- On our website, under the tab for Billing Information www.houltonregional.org
- By calling (207) 521-2619 or (207) 532-2900
- By mail, 20 Hartford Street, Houlton, ME 04730

Additional Information

- Patients may apply for financial assistance at any time up to two hundred forty (240) days after their first bill.
- HRH will provide interpreters to patients or family members who have limited proficiency in English and / or have hearing or visual impairments in keeping with ADA requirements.
- Certain physicians or services are not covered under the HRH Financial Assistance policy. A listing of these physicians is on our website or can be requested using the previous contact info.

More information

If you have further questions or would like to talk with someone about our Financial Assistance program, please visit our Cashier located in the HRH lobby at 20 Hartford Street, Houlton, ME 04730, or contact them at (207) 532-2900, x2619 or (207) 521-2619, Monday through Friday, 8:30 a.m. to 4:00 p.m. (excluding holidays). You can also submit questions at info@houltonregional.org