



Plain Language Summary of Financial Assistance Policy (FAP)

Overview

If you do not have insurance, or your health insurance did not cover all of your bill, you may qualify for financial assistance if you live in our service area. A paper application along with supporting documentation is required. If you have insurance, financial assistance does not apply to non-covered services or out of pocket expenses. If you do not have insurance, you must first apply for insurance through state or other programs.

Financial assistance is for your hospital bill. It does not cover any physician services. Financial assistance must be for emergency or medically necessary care. If you qualify, you will not pay more than amounts generally billed to individuals who have insurance.

Financial Assistance from Exeter Hospital

You may be able to get financial assistance if:

- You do not have insurance;
- You do not have enough insurance; or
- It will be hard for you to pay the full amount of your bill for our services.

Some care is not covered under the FAP, such as, but not limited to:

- Cosmetic procedures;
- Infertility and surrogacy services;
- Services denied by your insurance company (because, for example, you did not receive the required prior authorization); and,
- Services deemed by your insurance company to be experimental.

To Get Assistance under our FAP

- If you do not have insurance, live in one of the towns listed below and your combined income and assets are less than the amount noted below, you will be able to receive 100% financial assistance with a copayment, subject to any other conditions set forth in the policy.
- If you have insurance, live in one of the towns listed below and your combined income and assets are less than the amount noted below, you will be able to receive 100% financial assistance, after insurance has paid its share, subject to any other conditions set forth in the policy.

Exeter Hospital’s Financial Assistance Guidelines (eff. 04/01/2024)

FAMILY SIZE	Combined Income and Assets less than
1	\$48,192
2	\$65,408
3	\$82,624
4	\$99,840
5	\$117,056
6	\$134,272
7	\$151,488
8	\$168,704

Uninsured Financial Assistance Copayment Amounts

- Emergency Department/Surgical \$30.00
- Inpatient/Observation \$50.00
- Outpatient Testing \$10.00
- Recurring (such as \$15.00 per 30 day period Oncology/Radiation, Rehab, Sleep, Wound)

Failure to pay copayment amounts will disqualify future applications for financial assistance.

Exeter Hospital's Service Area – To get assistance, you must live in one of these towns:

Atkinson	Brentwood	Danville	Deerfield	East Hampstead
East Kingston	Epping	Exeter	Fremont	Greenland
Hampstead	Hampton	Hampton Falls	Kensington	Kingston
Madbury	New Castle	Newfields	Newington	Newmarket
Newton	Newton Junction	Northwood	North Hampton	Nottingham
Plaistow	Portsmouth	Raymond	Rye	Rye Beach
Sandown	Seabrook	Somersworth	South Hampton	Stratham
West Nottingham				

Where to Get an Application and/or a copy of the Financial Assistance Policy

- At any registration desk at Exeter Hospital
- At Exeter Hospital's Patient Accounts Office located at 7 Holland Way, 2nd Floor, in Exeter, NH
- Ask for one to be mailed to you by calling Patient Accounts Office at 603-580-6627
- Download an application at <http://www.exeterhospital.com/patients-and-visitors/financial-assistance/>

How to Apply

You can apply for help prior to receiving services or up to 240 days after you receive your first statement. You must submit a complete FAP Application, along with required documents, to the Patient Accounts office. If assistance is needed to complete the application, you may call and speak to a Financial Counselor or you may visit our Patient Accounts Office during regular business hours:

Exeter Hospital - Patient Accounts
7 Holland Way
Exeter, NH 03833
Office Hours:
Monday through Friday
9:00am – 4:00pm

To Get a Translation

You can get copies of this Plain Language Summary of the Financial Assistance Policy, the Financial Assistance Policy, and the application itself in both English and Spanish. You can get other languages through our Language Line. Please call Patient Accounts at **603-580-6627** for more information or to obtain copies.