



Having trouble paying for health care and medications? We can help.

## MGMC Financial Counseling

### Financial Assistance

We are here for you

Our financial counselors can help you:

- Figure out if you can get help paying your MaineGeneral bills
- Learn how to get insurance
- Decide which programs to apply for
- Apply for MaineGeneral's programs
- Apply for state and federal programs like MaineCare. These programs cover the cost of health care services and prescriptions.

### Ways we can help

Our highly trained financial counselors can screen you for several programs available to help people who live in Maine pay their health care bills. Then we will send you the right applications for coverage and help. If you live outside our service area and helping programs are available closer to your home, we may refer you.

MaineGeneral Medical Center (MGMC) and our health care practices offer free or reduced-cost health care to Maine people who:

- do not have insurance, or
- have limited insurance coverage, and
- meet income and asset guidelines.

These programs — Kennebec Valley Access to Care and Free Care — are described on the center panel of this brochure.

### Kennebec Valley Access to Care

MGMC and its physician practices, along with some private practices in the area, provide many health care services at no or low cost. This care includes:

- Regular check-ups and care when you are sick
- Prescription medications
- Lab, X-ray and other testing
- Hospital care
- Referrals to services and resources

This program is available to uninsured people residents of the Kennebec Valley region who are not eligible for any other program. You must have a participating primary care provider or agree to have one.

### Free Care

Our free care programs help pay the cost of care that is needed right away (an emergency injury, illness, disease or symptoms).

Some services, like Holter and event monitoring equipment, are offered at reduced fees.

Our financial counselors can also screen you for the following non-MaineGeneral financial assistance programs:

- Medicare
- Mainecare
- VA Health Care
- Marketplace coverage
- COBRA
- Crime victim compensation program
- Worker's Compensation
- Liability

## Call us

If you have any questions or want to meet with someone who can help you, please call

**1-877-255-4680** or **872-4680, option 3**. Appointments are recommended so you do not have to wait.

We are here Monday – Friday, 8 a.m. to 4:30 p.m.

## Financial Counseling Locations

Alfond Center for Health  
35 Medical Center Parkway  
Augusta, ME 04330

Harold Alfond Center for Cancer Care  
361 Old Belgrade Road  
Augusta, ME 04330

Hathaway Creative Center  
10 Water Street, Suite 202  
Waterville, ME 04901

Thayer Center for Health  
149 North Street  
Waterville, ME 04901

## What You Need to Know

- To receive financial help, you must enroll in existing insurance or provide the details required to sign up for state and federal programs.
- If your insurance denies payment for a service because you did not obtain an authorization, you cannot receive help for that bill.
- Most people cannot get financial help for:
  - › Insurance co-pays
  - › Insurance deductibles

## Common questions

### Q. Should I apply for help before I even receive care at MaineGeneral?

A. Yes. We can see if you can receive help and start the process right away. Don't put off getting the care you need.

### Q. How much money can I earn and still be able to sign up for free care or other programs?

A: Guidelines for household income vary with the type of help you apply for. Our financial counselors can tell you more.

### Q. Which program should I apply for?

A. Our financial counselors may suggest that you apply for more than one program. If one application is delayed or denied, other options are still in progress. Some programs can also work together to give you the help you need.

### Q. If I am not eligible for these programs and cannot pay my whole hospital bill at once, what should I do?

A. Call **877-255-4680, option 4**, to set up a payment arrangement.



**Alfond Center for Health**  
35 Medical Center Parkway  
Augusta, ME 04330

**Thayer Center for Health**  
149 North Street  
Waterville, ME 04901

MaineGeneral does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity or religion.

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مقرب لصتا . نأجملاب لك رف اوتت ةيوجللا ةدعاسملا  
(مرفر) 248-5290 (207) TTY: 711.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (207) 248-5290; TTY: 711.