



24 Hospital Lane, Calais, ME 04619

**Financial Assistance Policy**  
**Plain Language Summary**

**Assistance is Available:**

Calais Community Hospital (CCH) has a financial assistance policy that provides eligible patients full or partial discounts on their medical bills from CCH. To seek financial assistance, patients must complete an application as summarized below. Please see our financial assistance policy or contact CCH Patient Financial Services for more information.

**Eligibility:**

Financial assistance is available for emergency and other medically necessary care. Cosmetic and elective services may not be eligible for assistance.

Generally, financial assistance is available for patients whose family incomes are at or below 200% of the Federal Poverty Level (FPL).

**Amount of Financial Assistance:**

A 75% discount is available for patients with family incomes above 150% and at or below 200% of FPL. A 100% discount (free care) is available for patients with family incomes at or below 150% FPL. A patient eligible for financial assistance will not be charged more than amounts generally billed by CCH for Medicare patients for emergency or other medically necessary care.

**How to Apply:**

Patients seeking financial assistance must complete an application and may be asked to provide certain documents. You may obtain free copies of CCH's financial assistance policy and application online at [www.CalaisHospital.org](http://www.CalaisHospital.org), within the patient and visitors/patients/if you cannot afford to pay/financial assistance section. You can also get free paper copies in person or by mail by visiting or contacting CCH:

- **In Person:** CCH Patient Financial Counselor
- **By Phone:** (207) 454-9351
- **By Mail:** Calais Community Hospital  
ATTN: Patient Financial Counselor  
24 Hospital Lane  
Calais, ME 04619

If you need more information about our financial assistance policy, or assistance with the application, you may visit the CCH Patient Financial Counselor from Monday – Friday 8:00 a.m.– 4:00 p.m. (except holidays). You may also call the above phone number. CCH cannot assure that every patient who applies for financial assistance will qualify.