

# Financial Help

Our mission is to enhance the health status of the communities we serve. Therefore, our Patient Financial Assistance Program makes our services available to those in need from our community. We include those who do not have insurance and cannot pay their hospital bill, as well as those who have insurance but are unable to pay the part of the bill not covered by insurance.

In some cases, eligible patients may not have to pay for certain services. Others may be asked to make a partial payment based on a sliding charity scale.

Financial help is available for everyone who applies regardless of race, creed, sex, age or national origin. All who apply must do so in writing and meet the program conditions. Your cooperation in this request process can affect eligibility.

# Financial Counseling SERVICES

Do you need to talk to one of our Financial Counselors?

Our Financial Counselors are available to assist you:

Monday through Friday  
6:30 a.m. – 6:00 p.m.

Northside Medical Center  
330-884-3602  
330-884-3631  
[nmcfc@forumhealth.org](mailto:nmcfc@forumhealth.org)



Northside Medical Center

**FREE FINANCIAL COUNSELING**

for Help with your Medical Bills

*Forum*  
HEALTH®

*NMC* ★★★★★  
Northside Medical Center

## YOUR HOSPITAL BILL

# Confidentiality

We know and respect that you hold your finances as personal. If you decide to use our program, our promise to you is that any request for help, information or funding will stay confidential.

# Payment Help

We treat all patients with respect and privacy for their health care needs. This includes payment and collections. If for some reason you have a problem paying a bill, Northside Medical Center is committed to help you by:

- Offering free financial counseling about your bill.
- Offering discounts that may apply to certain self-pay balances.
- Offering an interest free, short-term payment plan on your balance.
- Offering free help to see if you qualify to apply for any public or private program to pay for your health care.

# Which Services Apply

Our Financial Assistance Program is for all medically necessary care given at our hospital in the emergency department, inpatient and outpatient areas.

# Which Services Do Not Apply

Our Financial Assistance Program does not include the following:

- Services not medically necessary.
- Cosmetic surgery.
- Services to patients who are already enrolled in county, state, federal or other assistance programs.
- Services given to a patient going out of their insurance network.

*\* In addition to your hospital bill, you may receive a bill for care given by your doctor or other providers assisting in your care at Northside Medical Center. These services may include care while in the Emergency Department, Radiology, Laboratory, Anesthesia or others. These services do not qualify for the Northside Medical Center Patient Financial Assistance Program. Please call these areas directly for billing-related questions including requests for assistance. Our Financial Counselors can assist you with obtaining contact information related to these other service areas.*

# How to Pay

## PAYMENTS MAY BE MADE BY:

- Cash
- Personal Check
- Money Order
- Visa, MasterCard, American Express and Discover

## PAYMENTS ACCEPTED:

- By visiting the Cashier Office located in the main lobby of Northside Medical Center
- By calling our Customer Service Dept. at 330-884-1200
- By mailing (with Northside invoice) stub to:

Northside Medical Center  
P.O. Box 633572  
Cincinnati, Ohio 45263-3572

 ★★★★★  
**Northside Medical Center**