



- C** Remain **centered** around the patient and family
- A** Be **accountable** to patients and each other
- R** Show **respect** and integrity
- E** Provide **excellence** in all we do

Leading with CARE

Kaleida Health is the largest health care provider in Western New York. More than one million patients are seen annually at our Buffalo General Medical Center/Gates Vascular Institute, Women & Children's Hospital of Buffalo, Millard Fillmore Suburban Hospital, DeGraff Memorial Hospital and numerous community health centers.

Our Mission:

To provide compassionate, high-value, quality care, improving health in Western New York and beyond, educating future health care leaders and discovering innovative ways to advance medicine.

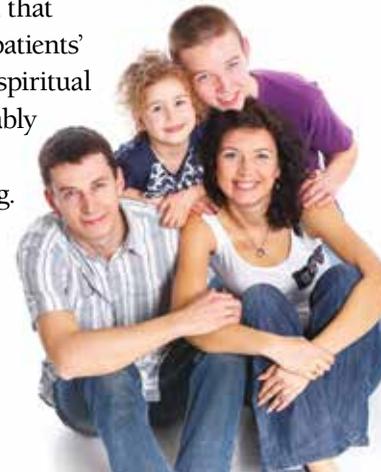
Contact Information

Kaleida Health's Patient Financial Services

726 Exchange Street
Buffalo, New York 14210
(716) 859-8979
www.kaleidahealth.org

Kaleida Health's 9,500 health care professionals are making highly personalized and compassionate care a top priority despite the increasingly technological nature of modern health care.

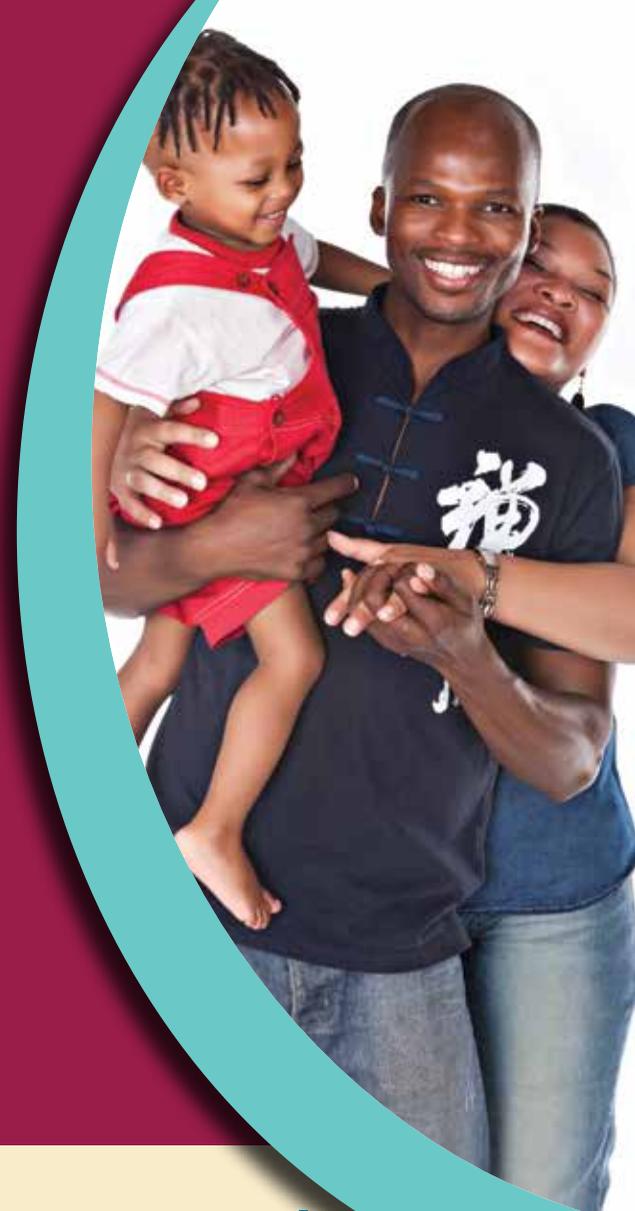
We understand that caring for our patients' emotional and spiritual needs is invariably linked to their physical healing.



Language assistance services are available free of charge for anyone who has a need for an interpreter.

Tenemos servicios de ayuda en Español, para cualquiera que necesita un intérprete.

Kaleida Health provides treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, gender identity or expression, physical appearance, source of payment, or age.



Financial Assistance Programs

Offering services and programs to assist uninsured or underinsured patients

Kaleida Health Patient Financial Services

Kaleida Health has a variety of initiatives in place to help individuals in our community access affordable health care. We offer the following services and programs to assist patients who are uninsured or underinsured:

Facilitated Enrollment

This program was created to help people get health insurance for themselves and their family. It offers a convenient way for people to learn about available health insurance programs in their community.

Our facilitated enrollers are trained experts to screen and determine eligibility for all government insurance programs. They will help the patient gather the necessary documentation and represent the patient with the New York State of Health Marketplace.



Facilitated Enrollers can help patients apply for:

Medicaid

This program is for New York residents. Medicaid may cover persons if they meet certain income, resource, age or disability requirements.

Child Health Plus

This program is for children under 19 years of age who are not eligible for Medicaid. Some families may have to pay a small monthly fee for coverage, depending on income.

Qualified Health Plans (QHP)

Qualified Health Plans (QHP) are licensed commercial health plans that have been approved by the New York State Health Marketplace to provide comprehensive insurance coverage.

Essential Plans

A health plan made available for New Yorkers who do not qualify for Medicaid or Child Health Plus.

Additional information also available on:

- Prenatal Care Assistance Program
- Children and Young Adults with Special Health Care Needs Program.



Kaleida Health Financial Assistance Program

The Kaleida Health Financial Assistance Program is designed to assist patients who have been treated at a Kaleida Health facility but are unable to pay for the medical services they received because of financial hardship. Discounts are awarded based upon income and assets verification.

Who is Eligible?

Only individuals who do not qualify for Medicaid, Child Health Plus, Qualified Health Plans (QHP) and State Aid based on income will be considered.

Who is Not Eligible?

Persons who exceed the income or other guidelines.

What is not covered?

The Financial Assistance Program will NOT cover any doctor charges, Medicare client shares/spenddown amounts, routine dental work, cosmetic or any non-medically necessary services as well as private room differences.

How Do I Apply?

All persons interested in our services may contact us at (716) 859-8979.

Interpreter Services

Communicating with our staff is the most effective way to make sure you receive the care you need as soon as possible. We can arrange for a free interpreter who speaks your language to help you if you have difficulty speaking or understanding English. This is your legal right. Simply tell the person you are meeting with that you want an interpreter, and he or she will assist you.

Prescription Coverage

Elderly Pharmaceutical Insurance Coverage (EPIC) is a New York State-sponsored prescription plan for senior citizens who need help paying for their prescriptions. Call (800) 332-3742 for an application.

Partnership for Prescription Assistance
(888) 477-2669 or www.pparx.org

The Kaleida Health services and programs in this brochure are effective January 1, 2004 and are subject to change without notice.