



## Billing & Payment: General Information

We are pleased you have chosen Martha's Vineyard Hospital for your medical care. Our mission is to safeguard the health of the Vineyard's year-round and seasonal residents and visitors by providing or arranging for high quality, accessible medical care. We provide this care to all, regardless of ability to pay, in an atmosphere that fosters respect and compassion. Focusing on the financial aspect of your visit, the intent of this brochure is to give you an overview of our billing procedures and payment options

### Billing for Our Services

Please be aware that ultimately it is the responsibility of the patient to pay for any hospital charges generated during a visit with us unless you are covered under an approved federal or state insurance plan. However, as a service to our patients, we will submit most bills directly to your insurance company for payment. The Hospital generates a new account each time you register and registration personnel will ask you for insurance information upon each visit. Your cooperation in giving health coverage information gets your claim paid quickly. Although we bill on your behalf and make all reasonable efforts to obtain payment from your insurance company, if a claim is rejected or payment is delayed, we will look to you for payment in full.

### Payment Options

As a convenience to our patients, we accept cash, checks and most major credit cards. If you are financially unable to pay your balance, our Patient Financial Services Department will assist you in determining your eligibility payment plans or for financial assistance.

### Financial Assistance

Regardless of your health insurance status, if faced with healthcare bills you find impossible to pay, you are encouraged to contact Patient Financial Services for information on available financial assistance programs. The office is located next to the Outpatient Registration area. Hours are Monday through Friday 8:30 a.m. to 4:30 p.m.

You may also call 1-508-957-0157, where there is an answering system 24 hours a day, seven days a week.

Financial assistance is available to residents of Massachusetts for medically necessary services. It is available to non-residents who come to the Hospital in life-threatening situations only. You are eligible if your household income falls within levels outlined by the Department of Health and Human Services. You may be eligible for 100% (no deductible) or partial (deductible based on income) coverage.

As part of the application process, patients are pre-screened for MassHealth and other services and programs. You are

encouraged to apply if it is determined you may be a MassHealth candidate.

The Stephen Carey Luce, Jr. Family Foundation is another fund available to those seeking financial assistance. An application is included as part of the entire financial assistance process. However, since Luce funds are limited and every effort is made to help those who are eligible, at no time can the Hospital guarantee a contribution to any specific account.

### Payment Plans

While payment of balances is due in full, the Hospital realizes this is not always possible. Therefore, payment plans are available. Payments and plan length are based on outstanding balances. Balances of \$1,000 or less are payable in 12 months; balances over \$1,000 are payable in 24 months. This method of payment is considered a contract with the Hospital and regular, on-time monthly payments are required to keep the plan in good standing.

If applicable, twelve consecutive on-time payments make a payment plan account eligible for a contribution from the private Mayhew-Nevin Fund. These contributions are in addition to and do not replace required contractual payments. Since Mayhew-Nevin funds are limited and every effort is made to reward those who are eligible, at no time can the Hospital guarantee a contribution to any specific account..

### Other Resources Available

#### MassHealth

MassHealth Enrollment Center  
Central Processing Unit  
P.O. Box 290794  
Charlestown, MA 02129-0214  
1-800-242-1340  
TTY: 1-800-531-2229

#### Children's Medical Security Plan

1-800-909-2677

#### Vineyard Health Care Access Program

508 696-0020

**MV Hospital Billing Office: 1-508-957-9570**

**Patient Financial Services: 1-508-957-0157 • Monday through Friday 8:30 a.m. to 4:30 p.m.**

**Voicemail Available at 1-508-957-0157 • 24 Hours a Day, Seven Days a Week**