You can visit a hospital representative Monday—Friday from 8 a.m. to 4:30 p.m. at the following locations:

Patient Assistance Unit or any Registration Location at:

ALBANY MEDICAL CENTER
Patient Billing Services
43 New Scotland Avenue
Albany, NY 12208

25 Hackett Blvd.
Albany, NY 12208

1275 Broadway
Albany, NY 12204

Revised: 11/19/2019
Financial Assistance Program

Albany Medical Center provides financial help to patients in need. If you reside in New York and you do not have health insurance or are worried that your insurance may not cover your hospital bill in full, we may be able to help.

The Albany Medical Center Financial Assistance Program helps uninsured and underinsured patients with household income up to 400% above the Federal Poverty Guidelines. Assistance is determined based on household income and family size. We understand each patient has a unique financial situation and encourage you to contact a hospital representative if you need assistance. Each application for assistance is handled confidentially and requires the cooperation of the patient or patient representative. During the application process the patient will be assessed for other state or federal insurance options. These could be Medicaid, Social Security Disability or plans available through the health exchange.

Income Guidelines

Based on the Federal Income Poverty Guidelines in effect at the time of the determination.

How to Apply

To be considered for the program, a patient must provide full documentation including income, expenses, proof of residency.

Applications can be obtained online at www.amc.edu/pbs or by calling 518.262.1981, or at any of our registration sites at 43 New Scotland Avenue or 25 Hackett Blvd., Albany NY 12208.

Translator services are available.

Brochures, applications, and the Financial Aid Policy are available in English and Spanish

Exclusions

Non-Medically Necessary Services including Non-Medically Necessary elective or cosmetic services.

Physician services not billed by Albany Medical College, Albany Medical Center or bills for physician services not rendered in conjunction with a hospital service.

International patients who come to Albany Medical Center in order to seek treatment in a non-emergency situation.

All determinations will be made in writing within 30 days upon receipt of the completed application.

Patients have the right to appeal determinations.

Patients have up to 12 months from the discharge date of service to apply for assistance.