

January 4, 2025

**VIA U.S. MAIL**

**[PARA LEER EN ESPAÑOL >>](#)**

To our valued patients:

We are writing to inform you that effective February 4, 2025, Greenwich Hospital will discontinue its outpatient primary care services for adults and children. We are happy to inform you that Family Centers, Inc., a community health care center, has agreed to assume responsibility for providing your primary care services should you choose to transition your care to them. Family Centers will be located at 75 Holly Hill Lane, Greenwich, Connecticut, the same location that you currently receive your outpatient primary care services from Greenwich Hospital. Many of the providers that you saw at Greenwich Hospital outpatient primary care will be joining the staff of Family Centers. If you choose not to have your primary care services provided by Family Centers, we have provided a list of alternative primary care locations and providers.

Family Centers offers a sliding fee scale for discounted care based on income and accepts all patients regardless of their ability to pay. In addition, patients can apply for a hardship waiver and receive an additional discount in services. We have included additional information regarding Family Centers' patient assistance sliding scale with this letter.

If you choose to receive your primary care from Family Centers, you may contact Family Centers directly to set up your first appointment by calling 203-717-1760. Family Centers will have access to your Greenwich Hospital medical records and there is nothing more that you need to do other than schedule your appointment.

If you would like to have your Greenwich Hospital records transferred to any alternative provider, please call us at either of the below numbers. Greenwich Hospital will continue to be there for you and your family for any other services the Greenwich Hospital offers, including medical, surgical, emergency medicine, obstetrics/gynecology, radiology and laboratory services. For a more detailed listing of services, please go to <https://www.greenwichhospital.org>

We wish you well.

Your Greenwich Hospital Outpatient Primary Care Services Team

Greenwich Hospital Pediatric Outpatient: 203-863-3970

Greenwich Hospital Outpatient: 203-863-3408

## Family Centers Criteria for Patient Assistance

Family Centers does not turn anyone away because they cannot pay.

We do accept most public, private, and commercial insurance plans. If you don't have insurance or your insurance doesn't cover the services you receive from Family Centers, you may qualify for a discount on services.

To apply for a discount, you will need to provide information to us regarding your income and household size. We'll use this information to decide what discount you're eligible for. Discounts may vary depending upon your income level. Here's how the discounts work:

- If your income is equal to or below 100% of the federal poverty level, you will be charged a small (nominal) fee.
- If your income is between 100% and 200% of the federal poverty level, you'll get a discount, based on your income level and household size.
- If your income is more than 200% of the federal poverty level, you won't get a discount.

If you can't pay your bill all at once, we offer payment plan options.

We also help people whose insurance doesn't cover all costs. In these cases, you'll pay no more than you would under the sliding scale discount. For more details, call us at 203-717-1760.

Insured or Uninsured Patients	Uninsured Patient Discounts	Insured Patient Discounts (off patient balance after insurance payment)
<p>Income equal to or below 100% of the Federal Poverty Level (FPL) will be charged a nominal fee*</p> <p>*Nominal Fee – \$40/visit</p>	<p>Income less than 200% (double) the FPL qualify for a sliding scale discount rate.</p> <p>Level A – 55% discount from Full Fee</p> <p>Level B – 50% discount from Full Fee</p> <p>Level C – 40% discount from Full Fee</p> <p>Income greater than 201% of FPL are placed on a Full Fee Rate.</p>	<p>Income less than 200% (double) the FPL, qualify for a sliding scale discount rate.</p> <p>Level A – 55% discount from Full Fee</p> <p>Level B – 50% discount from Full Fee</p> <p>Level C – 40% discount from Full Fee</p> <p>Income greater than 201% of FPL are placed on a Full Fee Rate.</p>

### Alternate Locations in the Service Area

Optimus Health Care, 1351 Washington Boulevard, Stamford 203-621-3700	Primary care, OB/GYN, Dental & Mental health and specialty services (Adult and Pediatric)
Community Health Center, Inc., 22 Fifth Street, Stamford 203-323-8160	Primary Care, Dental & Mental health services (Adult and Pediatric)
Open Door Family Medical Center, 5 Grace Church Street, Port Chester, NY 914-632-2737	Primary care, Dental, Vision, Behavioral health, and specialty services (Adult and Pediatric)