

## Our Mission

*To provide high quality primary healthcare, treatment, prevention, and education services to the residents of our service area, regardless of their ability to pay or insurance status. HealthFirst Family Care Center, Inc. cooperates with other community and regional healthcare providers to assure our clients the fullest possible range of healthcare services.*



### Franklin Hours of Operation

Day	Hours
Monday	8:00AM – 5:00PM
Tuesday	8:00AM – 7:00PM
Wednesday	8:00AM – 7:00PM
Thursday	8:00AM – 5:00PM
Friday	8:00AM – 5:00PM
Saturday/Sunday	Closed

### Laconia Hours of Operation

Day	Hours
Monday	8:00AM – 5:00PM
Tuesday	8:00AM – 6:00PM
Wednesday	8:00AM – 7:00PM
Thursday	8:00AM – 5:00PM
Friday	8:00AM – 5:00PM
Saturday/Sunday	Closed

### Locations:

841 Central Street  
Franklin, NH 03235  
(603) 934-1464

22 Strafford Street  
Laconia, NH 03246  
(603) 366-1070

[www.healthfirstfamily.org](http://www.healthfirstfamily.org)



## DISCOUNT PROGRAM



## What is the HealthFirst Discount Program?

The HealthFirst Discount Program is available to help provide access to medical and behavioral health services when your financial resources are limited.

The program is offered to all, regardless of your ability to pay for services or if you have insurance coverage (patients with high deductibles and co-insurance may qualify for discounts). Eligibility is based on need, and we will not discriminate on the basis of age, gender, race, sexual orientation, creed, religion, disability, or national origin.

Discounts are determined through an application process based on a sliding fee scale. Once you are approved, you will be responsible to pay the discounted fee at the time of service. The enrollment period is for one year, and you must re-apply to continue in the program.

*Note: if you have insurance, we are required to submit claims to your insurance company for payment; therefore, you may be responsible for co-pays.*

## How to Qualify for the Discount Program

Qualification for our discount program is based on two factors:

- The number of members in your household.
- The total household income.

### Household Members

Includes the head of household, spouse, children, and any other dependents that are included on your Federal Tax return.

### Income

All sources of income, including job related earnings, unemployment, workers' compensation, Social Security, veterans' payments, pensions or retirement income, rents, royalties, and other miscellaneous sources.

### Important

- This program is not health insurance, it is to provide financial assistance and to promote access to health care for qualified individuals.
- Discount only applies to services provided by HealthFirst.
- The discount fee/co-pay must be paid at time of service.

## The Application Process

Applications for our discount program are available at the check-in window or online at [healthfirstfamily.org](http://healthfirstfamily.org).

Submit a completed application along with supporting documentation of income. You will be contacted should we require additional information.

If you need assistance with the application process, please contact our Patient Advocate at:

**Franklin: (603) 934-1464 x160**

**Laconia: (603) 366-1070 x442**

A determination of eligibility will be sent to you in writing. If you qualify, this notification will contain your program i.d. card with co-pay and benefit period. If you do not qualify and have a question regarding your bill or setting up a payment plan, please call our Billing Department at (603) 934-1464.

*Note: The Federal Regulation requires HealthFirst to obtain proof of income to determine your eligibility for discounted services. Any changes in either your household size or income status must be reported.*

