

Our Mission
Through dedication, respect, and compassion for our patients and one another, we aim to inspire hope, and to advance the health and well-being of our patients, community, and staff.



Where we put your health first



Franklin Hours of Operation

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

Laconia Hours of Operation

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

Canaan Hours of Operation

Monday	8:00AM - 5:00PM
Tuesday	8:00AM - 7:00PM
Wednesday	8:00AM - 5:00PM
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 & 17 Church Street
Laconia, NH 03246
603.366.1070

18 Roberts Road
Canaan, NH 03741
603.523.4343

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 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 the discount program is based on two factors:

- The number of members in your household, and
- 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 provides financial assistance to promote access to health care for qualified individuals.
- The 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 patient check-in window or online at 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 Community Resource Specialists at:

Franklin: (603) 934-1464 x160
Laconia: (603) 366-1070 x442
Canaan: (603) 523-4343

A determination of eligibility will be sent to you in writing. If you qualify, this notification will contain your program id 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: 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.

