

How do you decide how much financial assistance I get?

The amount of help you get to pay your bill depends on your financial need. When you qualify for assistance, we use the average amount paid by patients with insurance to determine how much you will be asked to pay for emergency and medically necessary care.

Hospital Bill Complaint Program

The Hospital Bill Complaint Program is a state program, which reviews hospital decisions about whether you qualify for help paying your hospital bill. If you are a California patient and believe you were wrongly denied financial assistance, you may file a complaint with the Hospital Complaint Program. Go to HospitalBillComplaintProgram.hcai.ca.gov for more information and to file a complaint.

More help

There are free consumer advocacy organizations that will help you understand the billing and payment process. You may call the Health Consumer Alliance at 888-804-3536 or go to HealthConsumer.org for more information.



Help Paying Your Bill



At Adventist Health, we work hard to help you stay healthy. This includes providing assistance if you have trouble paying your medical bill. You should always be able to get medical care, even if you don't think you can pay.

- To find out if you're eligible for help paying your medical bill, ask to fill out a financial assistance application. You can complete the application when you are receiving care or after you receive your bill. We will use the information you provide on this form to see if you qualify for help paying your bill. In general:
 - » If your yearly income is less than or equal to 200% of the current Federal Poverty Guideline, you may qualify for a full discount on your bill.
 - » If your yearly income is above 200% of the current Federal Poverty Guideline, you may qualify for a partial discount on your bill.
- Payment plans — You have options for how you pay, including setting up payment plans. If you have questions about your bill, please call us at 800-593-1551.

- Medicaid coverage — We can help you obtain coverage through Medicaid/ Medi-Cal and/or other government programs, including Medi-Cal presumptive eligibility and Covered California insurance. If you have an upcoming scheduled visit or have seen us within the last 90 days, call our Government Program Specialists at 888-233-7868 and we will help you determine which programs you may be eligible for.
- Financial assistance — If you do not qualify for a government program, you may qualify for low-income financial assistance. You can complete an application when you are receiving care or by calling our Financial Assistance Team at 888-233-7868. Individuals eligible for financial assistance will not be charged amounts more than AGB.

How to apply

You can obtain a free copy of this brochure, our financial assistance policy and an application by:

1. Visiting the registration area.
2. Visiting to our website at AdventistHealth.org/HelpPayingYourBill.
3. Calling us at 888-233-7868.

4. Sending a written request to:
Adventist Health
ATTN: CFAC
P.O. Box 223849
Dallas, TX 75222

We can help you fill out the form — just ask. When you complete filling out the form, give it to a registration employee or mail it.

If you need help in your language, please call 888-233-7868 or visit any Registration Office location. The office is open regular business hours and located at Main Entrance. Aids and services for people with disabilities, like documents in braille, large print, audio and other accessible electronic formats, are also available. These services are free.

You can access a list of each facility's shoppable services by going to AdventistHealth.org/PriceTransparency, selecting the facility name and selecting Shoppable Services Pricing link at the bottom of the page. You can also request the list of Shoppable Services using the methods described above.