

**COMMONSPIRIT HEALTH  
GOVERNANCE POLICY ADDENDUM**

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**ADDENDUM Finance G-003A-A**      **EFFECTIVE DATE:**  
7/1/2021

**SUBJECT:** Hospital Facility Financial Assistance Contact Information

Saint Francis Memorial Hospital

Pursuant to CommonSpirit Governance Policy Finance G-003, *Financial Assistance*, the contact information of Mercy General Hospital is as follows:

- Copies of the Financial Assistance Policy, Financial Assistance Application, Billing and Collections Policy, and Plain Language Summary are available on the Hospital Facility's website at:  
<https://www.dignityhealth.org/bayarea/locations/saintfrancis/patients-and-visitors/for-patients/billing-and-payment/financial-assistance>
- A copy of the Provider Listing is available at:  
<https://www.dignityhealth.org/bayarea/locations/saintfrancis/patients-and-visitors/for-patients/billing-and-payment/financial-assistance>
- Patients may obtain additional information regarding the Hospital Facility's AGB percentage and how the AGB percentages were calculated from a financial counselor at: (415) 353-6140
- All patients/Guarantors that are interested in obtaining financial assistance or have questions about financial assistance, the application process, billing and payment plan options, actions in the events of non-payment, and other applicable programs that may be available with respect to their accounts may:
  1. Contact the Hospital Facility in person at: Financial Counselor Office
  2. Call the financial counselor of the Hospital Facility at: (415) 353-6140
  3. Visit the Hospital Facility's website at:  
<https://www.dignityhealth.org/bayarea/locations/saintfrancis>
  4. Mail requests to: Saint Francis Memorial Hospital, PO Box 3008, Rancho Cordova, CA 95741-3008
- Patients/Guarantors denied Financial Assistance may also appeal their eligibility determination. Disputes and appeals may be filed by contacting Customer Service Mgr 888-488-7667 or the Financial Assistance Center at: PO Box 3008, Rancho Cordova, CA 95741-3008

**ASSOCIATED DOCUMENTS:**

CommonSpirit Governance Policy Finance G-003, *Financial Assistance*  
CommonSpirit Governance Policy Finance G-004, *Billing and Collections*



## **California Hospital Fair Billing Program**

### **ATTENTION:**

If you need help in your language, please call (415) 353-6140 or visit the financial counselor office. The office is open 8am-4:30pm and located at Saint Francis Memorial Hospital, 900 Hyde Street, San Francisco, CA 93301. 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.

### **Help Paying Your Bill**

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](http://healthconsumer.org) for more information.

### **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 believe you were wrongly denied financial assistance, you may file a complaint with the Hospital Bill Complaint Program. Go to [HospitalBillComplaintProgram.hcai.ca.gov](http://HospitalBillComplaintProgram.hcai.ca.gov) for more information and to file a complaint.