

## Summary Of Financial Assistance Programs

Dignity Health's Financial Assistance Policy describes the financial assistance programs available to uninsured or underinsured patients who meet certain income requirements to help pay for medically necessary hospital services provided by Dignity Health. An uninsured patient is someone who does not have health coverage, whether through private insurance or a government program, and who does not have the right to be reimbursed by anyone else for their hospital bills. An underinsured patient is someone who has health coverage, but who has large hospital bills that are not fully covered by their insurance.

### Free Care

- If you are uninsured or underinsured with a family income of up to 250% of the Federal Poverty Level you may be eligible to receive hospital services at no cost to you.

### Discounted Care

- If you are uninsured or underinsured with an annual family income between 250-350% of the Federal Poverty level, you may be eligible to have your bills for hospital services reduced to the highest amount reasonably expected to be paid by a government payer, which is usually the amount that Medicare would pay for the same services.
- If you are uninsured or underinsured with an annual family income between 350-500% of the Federal Poverty level you may be eligible to have your bills for hospital services reduced to the Amount Generally Billed, which is an amount set under federal law that reflects the amount that would have been paid to the hospital by private health insurers and Medicare (including co-pays and deductibles) for the medically necessary services.

If you are eligible for financial assistance under our Financial Assistance Policy you will not be required to pay more than the Amount Generally Billed described above. If you qualify, you may also request an interest-free extended payment plan.

You will never be required to make advance payment or other payment arrangements in order to receive emergency services.

Free copies of the hospital's Financial Assistance Policy and financial assistance application forms are available online at your hospital's website listed below or at the hospital Admitting areas located near the main entrance. (Follow the signs to "Admitting" or "Registration"). Copies of these documents can also be mailed to you upon request if you call Patient Financial Services at the telephone number listed below for your hospital.

**Traducción disponible:** You may also obtain Spanish and other language translations of these documents at your hospital's website, in your hospital's Admitting area, or by calling your hospital's telephone number.

Dignity Health Financial Counselors are available to answer questions, provide information about our Financial Assistance Policy and help guide you through the financial assistance application process. Our staff is located in the hospital's Admitting area and can be reached at the telephone number listed below for your hospital.

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**Bakersfield Memorial Hospital** 420 34th St., Bakersfield, CA 93301 | **Financial Counseling** 661-327-4647 ext 4692  
**Patient Financial Services** 866-397-9272 | [www.dignityhealth.org/bakersfieldmemorial/paymenthelp](http://www.dignityhealth.org/bakersfieldmemorial/paymenthelp)

**Mark Twain** 768 Mountain Ranch Rd, San Andreas, CA 95249 | **Financial Counseling** 209-754-2622  
**Patient Financial Services** 866-397-9272 | [www.dignityhealth.org/marktwainmedical/paymenthelp](http://www.dignityhealth.org/marktwainmedical/paymenthelp)

**Mercy Hospital Downtown** 2215 Truxtun Ave, Bakersfield, CA 93301 | **Financial Counseling** 661-327-1792 ext 4692  
**Patient Financial Services** 866-397-9252 | [www.dignityhealth.org/mercy-bakersfield/paymenthelp](http://www.dignityhealth.org/mercy-bakersfield/paymenthelp)

**Mercy Hospital Southwest** 420 34th St, Bakersfield, CA 93301 | **Financial Counseling** 661-327-4647 ext 4692  
**Patient Financial Services** 866-397-9252 | [www.dignityhealth.org/bakersfieldmemorial/paymenthelp](http://www.dignityhealth.org/bakersfieldmemorial/paymenthelp)

**Mercy Medical Center** 333 Mercy Ave, Merced, CA 95340 | **Financial Counseling** 209-564-5105  
**Patient Financial Services** 866-626-6583 | [www.dignityhealth.org/mercymedical-merced/paymenthelp](http://www.dignityhealth.org/mercymedical-merced/paymenthelp)

**St. Joseph's Behavioral Health Center** 2510 North California St, Stockton, CA 95204 | **Financial Counseling** 209-461-2000  
**Patient Financial Services** 866-397-9252 | [www.dignityhealth.org/stjosephsbehavioral/paymenthelp](http://www.dignityhealth.org/stjosephsbehavioral/paymenthelp)

**St. Joseph's Medical Center** 1800 North California St, Stockton, CA 95204 | **Financial Counseling** 209-461-5281  
**Patient Financial Services** 866-397-9272 | [www.dignityhealth.org/stjosephs-stockton/paymenthelp](http://www.dignityhealth.org/stjosephs-stockton/paymenthelp)