

## COMMONSPIRIT HEALTH

### Summary of Financial Assistance

Dignity Health, an affiliate of CommonSpirit Health, is dedicated to creating healthier communities by providing financial assistance to persons who have health care needs and are uninsured, underinsured, ineligible for a government program, or otherwise unable to pay. CommonSpirit 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 CommonSpirit Health Hospitals. 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 250-400% 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 401-500% of the Federal Poverty level, you may be eligible to have your bills for hospital services reduced to the Amount Generally Billed (AGB), 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.

Assistance is offered to those whose annual family income falls within the categories above and have:

- An account balance totaling ten (\$10.00) dollars or more;
- Cooperated with efforts to exhaust all other payment options; and
- Completed a Financial Assistance Application and provided supporting documentation to verify income.

NOTE: In some cases, patients may be awarded financial assistance without a formal application. Details are outlined in the Financial Assistance Policy.

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"). Free 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, for free, at your hospital's website, in your hospital's Admitting area, or by calling your hospital's telephone number.



CommonSpirit 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. Financial counselors can also provide you with information regarding the Hospital Facility's AGB percentage and how the AGB percentages were calculated. Our staff is located in the hospital's Admitting area and can be reached at the telephone number listed below for your hospital.

Additionally, there are independent organizations that can help you understand the billing and payment process and provide you with information regarding Covered California and Medi-Cal presumptive eligibility. Please visit the Health Consumer Alliance at <https://healthconsumer.org> for more information.

All Dignity Health hospitals provide pricing information for our most sought-after services. You can find that pricing information at <https://dignity.msph.recondohealth.net/>.

Finally, we may refer some delinquent accounts to third-party debt collection agencies. State and federal law require debt collectors to treat you fairly and prohibit debt collectors from making false statements or threats of violence, using obscene or profane language, and making improper communications with third parties, including your employer. Except under unusual circumstances, debt collectors may not contact you before 8:00 a.m. or after 9:00 p.m. In general, a debt collector may not give information about your debt to another person, other than your attorney or spouse. A debt collector may contact another person to confirm your location or to enforce a judgment. For more information about debt collection activities, you may contact the Federal Trade Commission by telephone at 1-877-FTC-HELP (382-4357) or online at [www.ftc.gov](http://www.ftc.gov).

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#### California Hospital Medical Center

1401 South Grand Ave, Los Angeles, CA 90015 | Financial Counseling 213-742-5530  
Patient Financial Services 888-488-7667 | [www.dignityhealth.org/californiahospital/paymenthelp](http://www.dignityhealth.org/californiahospital/paymenthelp)

#### Community Hospital of San Bernardino

1805 Medical Center Dr, San Bernardino, CA 92411 | Financial Counseling 909-806-1317  
Patient Financial Services 909-806-1281 | [www.dignityhealth.org/san-bernardino/paymenthelp](http://www.dignityhealth.org/san-bernardino/paymenthelp)

#### Glendale Memorial Hospital

1420 South Central Ave, Glendale, CA 91204 | Financial Counseling 818-502-2305  
Patient Financial Services 888-488-7667 | [www.dignityhealth.org/glendalememorial/paymenthelp](http://www.dignityhealth.org/glendalememorial/paymenthelp)

#### Northridge Hospital Medical Center

18300 Roscoe Blvd, Northridge, CA 91328 | Financial Counseling 818-885-5368  
Patient Financial Services 888-488-7667 | [www.dignityhealth.org/northridgehospital/paymenthelp](http://www.dignityhealth.org/northridgehospital/paymenthelp)

#### St. Bernardine Medical Center

2101 N. Waterman Ave, San Bernardino, CA 92404 | Financial Counseling 909-883-8711 ext 4408  
Patient Financial Services 909-881-4418 [www.dignityhealth.org/stbernardinemedical/paymenthelp](http://www.dignityhealth.org/stbernardinemedical/paymenthelp)

#### St. Mary Medical Center

1050 Linden Ave, Long Beach, CA 90813 | Financial Counseling 562-491-7078  
Patient Financial Services 888-488-7667 | [www.dignityhealth.org/stmarymedical/paymenthelp](http://www.dignityhealth.org/stmarymedical/paymenthelp)