## **Financial Assistance for Your Hospital Bill**

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.

If you are worried that you may not be able to pay your hospital bill, Dignity Health offers discounted care, interest-free payment plans, or free care depending on your financial circumstances and the care you received. A member of our Patient Financial Services team can help determine whether you qualify for financial assistance and can guide you through our application process.

## **Government Program Eligibility**

To get more information on governmentsponsored programs like Medi-Cal, Medicaid, Medicare, and Healthy Families, please visit **www.healthcare.gov.** Financial Counselors are also available at each Dignity Health hospital to assist you.

#### **Our Mission**

Dignity Health is committed to furthering the healing ministry of Jesus. We dedicate our resources to:

- Delivering compassionate, high-quality, affordable health services;
- Serving and advocating for our sisters and brothers who are poor and disenfranchised; and
- Partnering with others in the community to improve the quality of life.

### **Our Commitment to You**

Our Patient Financial Services team is here to help you understand your bill and the financial assistance options that may be available to you. If you are unable to pay your bill, or would like to set up a payment plan, please contact us.



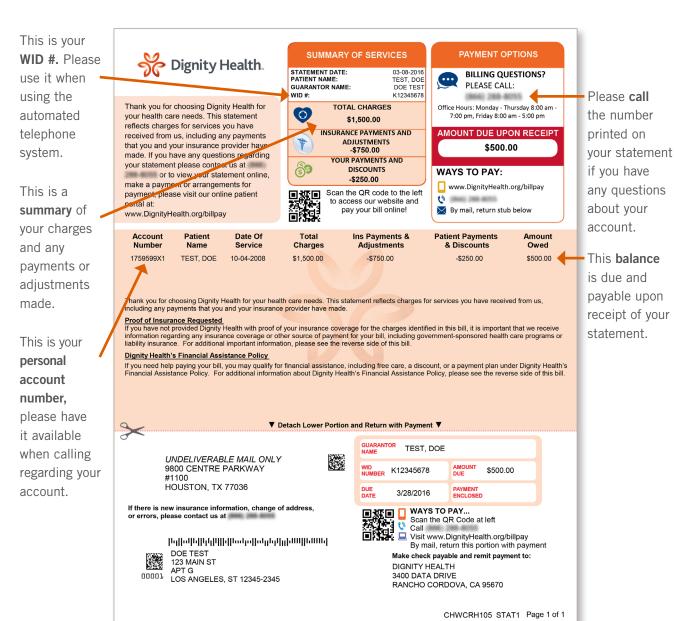
# Understanding Your Hospital Bill

And Financial Assistance Options Available to You



# **Understanding Your Bill**

The bill you receive from Dignity Health will reflect the charges associated with your hospital stay (for example: your room, procedures, exams, nursing care, and medication). Our Patient Financial Services team can provide you with an estimate of what your charges might be in advance of receiving care. You may also request an itemized billing statement after you leave the hospital by calling Patient Financial Services.



### **Paying Your Bill**

If you have provided us with your insurance information, we will submit a claim on your behalf. When the amount you owe has been determined by the hospital or insurance company we will send you a "Balance Due" notice, like the one printed to the left.

### Ways to Pay

Online: www.dignityhealth.org/billpay

By Phone: by calling the number listed on your billing statement like the one printed to the left

In Person: Visit your Dignity Health hospital

We accept cash, credit cards, money orders, cashier's check or personal check as payment.

### Other Bills You May Receive

You may receive additional bills from doctors or specialists who assisted in your care. This could include emergency physicians, anesthesiologists, radiologists, home health, hospice, and/or pathologists. These doctors are licensed to treat patients here, but they are not directly employed by the hospital, so they bill separately. To better understand the bills you may receive from your doctors, or to inquire about Financial Assistance for them, please call their offices directly.