



Financial Assistance Policy Plain Language Summary

Help Paying Your Bill

We offer partial or full financial assistance through our financial assistance policy for patients who are uninsured and underinsured and unable to pay for emergency or medically necessary care. Partial or full financial assistance will be granted based on a patient's ability to pay the billed charges.

Eligibility Requirements

Eligibility for financial assistance is based on income (Federal Poverty guidelines used to determine the amount of financial assistance offered), and family size. You can apply for financial assistance even if you have a pending application for other healthcare coverage. You may be eligible for free care if your household income is at or below 250% of the Federal Poverty Level. You may be eligible for discounted care if your household income is at or below 400% of the Federal Poverty Level.

How to Apply for Assistance

Patients and/or Guarantors should sign and complete an application and submit it with all required documents for processing to: MemorialCare Patient Financial Services P.O. Box 20894, Fountain Valley, CA 92728-0894 or via email to pfsdocuments@memorialcare.org.

Patients must fully comply with the application process including submitting required documentation as well as completing the application process for all available sources of assistance including Medicaid or other similar funding programs.

Where to Obtain Copies

Our Financial Assistance Policy and Application are available free of charge by calling Patient Financial Services at 877-323-0043 and requesting a copy by mail. The policy and application are also available online at www.memorialcare.org/financialassistance for downloading and printing. Copies of the policy and application are also available in our admissions area and Emergency Department.

No More than Amount Generally Billed (AGB)

A patient determined to be eligible for financial assistance may not be charged more than amounts generally billed for emergency or other medically necessary care to patients who have insurance for such care.



Long Beach Medical Center
Miller Children's & Women's Hospital Long Beach
Orange Coast Medical Center
Saddleback Medical Center

Contact for Information and Assistance

Additional information about our Financial Assistance Policy and assistance with the application process can be obtained from Patient Financial Services by: • Calling Customer Service 877-323-0043 • Presenting to any of the admitting areas or Emergency Department offices below:

**Long Beach Medical Center/Miller
Children's & Women's Hospital Long Beach**
2801 Atlantic Avenue
Long Beach, CA 90806
7 days a week
8:00 a.m. – 5:30 p.m.

**Orange Coast
Medical Center**
18111 Brookhurst Street
Fountain Valley, CA 92708
Monday – Friday
7:30 a.m. – 4:30 p.m.

**Saddleback
Medical Center**
24451 Health Center Drive
Laguna Hills, CA 92653
Monday – Friday
9:00 a.m. – 5:30 p.m.

Language Accessibility

Translations of the policy, application and this Plain Language Summary are also available by reaching out to us as listed above. The translations are available in Spanish at all locations and online at www.memorialcare.org/financialassistance.

More Help

The Health Consumer Alliance (HCA) is an independent consumer assistance program that offers free assistance over-the-phone or in-person to help people who are struggling to get or maintain health coverage and resolve problems with their health plans. HCA is able to assist you with applying for coverage such as Medi-Cal, Hospital Presumptive Eligibility, private insurance, or Covered California. You may contact HCA by telephone at (888) 804-3536 or online at <http://healthconsumer.org>.

The 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 for more information and to file a complaint.

Hospital's List of Shoppable Services

MemorialCare provides information on its pricing including a tool for shoppable services. For more information please go to

<https://www.memorialcare.org/patients-visitors/patient-financial-tools-and-resources/shoppable-services>.