



## Financial Assistance Policy Plain Language Summary

PIH Health provides Financial Assistance to qualified uninsured or underinsured individuals who are unable to pay all or part of their hospital bills. Ways we can help you:

**Benefits Assistance:** If you do not have health insurance, PIH Health can help you find and apply for no cost or low cost programs that may cover your medical bills. If you are eligible for Financial Assistance, you will not be charged more than the amounts generally billed (AGB) for emergency or other medically-necessary care.

**Uninsured Discounts:** PIH Health offers a discount to patients who may not have health insurance.

**Payment Plans:** If you are unable to make the full payment of your bill, we can help you find a financial payment plan that works with your budget.

**Emergency Care:** PIH Health Emergency Rooms provide care for emergency medical care regardless of a person's ability to pay or apply for Financial Assistance.

**Applying for Financial Assistance:** Any patient may apply to receive Financial Assistance. Financial Assistance is available for qualified uninsured or underinsured individuals who meet certain income requirements, based on federal poverty guidelines. The application form is available online, by telephone, or from our website ([PIHHealth.org/Assistance](http://PIHHealth.org/Assistance)) and is available in English and Spanish.

During the application process you will be asked to provide the following information:

- The number of people in your family
- Your household monthly income and expenses
- Two months of pay stubs, bank statements, and/or tax records

**Please mail your completed application and attachments to:**

**PIH Health**

**Attention: Customer Service Department**

P.O. Box 511216

Los Angeles, CA 90051-3014

After you apply for Financial Assistance:

- If PIH Health also helped you to apply for governmental assistance programs, we will wait until you receive a determination of your governmental coverage before we process your Financial Assistance application.
- If you have any questions during the application process or disagree with our determination of Financial Assistance, you can contact us at 562-698-0811 Ext. 14181.

### Contact Us

If you have any questions or would like to talk to someone about Financial Assistance or need help completing the application, please contact us:

- To speak with a Customer Service Representative, call 562-698-0811 Ext. 14181
- To download our Financial Assistance Application: [PIHHealth.org/Assistance](http://PIHHealth.org/Assistance)