

# Financial Assistance & Charity Care

Chinese Hospital has a variety of financial assistance options available to our patients who are uninsured or underinsured. We will assist you in determining if you qualify for financial assistance or if there are programs available that may help pay for your medical services. If you are not able to pay your bill, please read this important information on the options available to you.

- FAP Policy – English
  - FAP Policy – Chinese / 中文
  - FAP Policy – Spanish / Español
- 
- Application – English
  - Application – Chinese / 中文
  - Application – Spanish / Español

To receive a free copy of the FAP and FAP application form by mail, please contact our Patient Financial Services Department. A representative will obtain your mailing address and mail the application form to you.

For assistance with applying for FAP, a representative from Patient Financial Services will help you with the form. A completed application can be mailed to Patient Financial Services, 845 Jackson St, San Francisco, CA 94133.

We can also assist with your application and provide the applications for Medicare, Healthy Families Program, Medi-Cal, or other coverage offered through the California Health Benefit Exchange, California Children's Services program, other state- or county-funded health coverage. If you lack, or have inadequate, insurance, and you meet low- and moderate-income requirements, you may qualify for discounted payment or charity care. Please contact us for more information.

## **Patient Financial Services Department**

Phone: 1-415-677-2314

Office: 845 Jackson St, 1st Floor, San Francisco, CA 94133

Hours: Monday to Friday, 8:00 a.m. – 4:30 p.m.

FAP application form is also available at all of our clinic locations.

- FAP Summary – English
- FAP Summary – Chinese / 中文
- FAP Summary – Spanish / Español

Professional fees that are not billed by Chinese Hospital will not be covered under this Financial Assistance Policy, except as may be provided for under other policies or contracts. Professional fees not billed by Chinese Hospital include:

- SCP Health to California Emergency Associates
- Golden Gate Radiology
- San Francisco Unified Physicians Group
- Contra Costa Pathology Associates
- Henry Hu, MD, Professional Corporation

List of ProvidersAdditional information and/or a statement of charges for services rendered by the hospital may be obtained by calling Patient Financial Services Department at 1-415-677-2314 or visiting us at our office located at 845 Jackson St, 1st Floor, San Francisco, CA 94133, we are available Monday to Friday, 8:00 a.m. – 4:30 p.m.The California Department of Health Care Access and Information (HCAI) Hospital Bill Complaint Program investigates patient complaints and can assess administrative penalties against hospitals for violations of the Hospital Fair Pricing Act. If you believe you were wrongly denied financial assistance, you may file an online complaint to HCAI.