

Plain Language Summary of Chinese Hospital Financial Assistance Policy

Getting Assistance with Your Bill

This is for anyone who receives medically necessary services from Chinese Hospital.

The Plain Language Summary, Financial Assistance Policy, and Financial Assistance Application for getting assistance with your bill are available in the following languages: English, Chinese, and Spanish. We can also assist you with translation to other languages.

How Do I Qualify for Financial Assistance?

Chinese Hospital is committed to providing financial assistance to qualified low-income patients and patients who have insurance that requires the patient to pay significant portion of their care.

You can ask for help with your bill at any time during your visit or billing process. During the application process, you will be asked to provide information regarding the number of people in your family, your monthly income, and other information that will assist the hospital with determining your eligibility for Financial Assistance. You will also be asked to provide a pay stub or tax records to assist Chinese Hospital with verifying your income.

After you submit the application, the hospital will review the information and notify you in writing regarding your eligibility.

How Can I Apply for Financial Assistance?

To obtain a free copy of the Chinese Hospital Assistance Application, Financial Assistance Policy, or this Plain Language Summary, please go: <https://www.chinesehospital-sf.org/billing-insurance>

You can apply for assistance with your bill in person, by mail, or online. You can request help with the application process and pick-up or request a mailed application, plain language summary or a copy of the Financial Assistance Policy at Chinese Hospital, Patient Financial Services, 845 Jackson Street, San Francisco, CA, 94133 by calling 415/677-2314.

Emergency and Medically-Necessary Care

If you qualify for help with your bill, you will not be charged more for emergency or medically-necessary care than amounts generally billed to patients having insurance under Medicare.

Collection Activities

You or the guarantor can apply for help with your bill at any time during the collection process by contacting Patient Financial Services at 415/677-2314.

Chinese Hospital may employ reasonable collection efforts to obtain payment from patients. General collection activities may include issuing patient statements, phone calls, and referral of statements that have been sent to the patient or guarantor. Bills that are not paid 120 days after the first billing date may be placed with a collection agency. Chinese Hospital Billing Department or

collection agencies will not engage in any extraordinary collection actions (as defined by the Chinese Hospital Financial Assistance Program Policy).

Copies of the Chinese Hospital Debt Collection Policy may be obtained free of charge on the Chinese Hospital website at <https://www.chinesehospital-sf.org/billing-insurance>.