

## **FINANCIAL ASSISTANCE WITH HOSPITAL BILLS**

### **What Kinds of Financial Assistance Does CHLA Offer?**

Children’s Hospital Los Angeles (CHLA) offers two types of Financial Assistance that may be able to help you if you cannot afford to pay the full amount of your hospital bill because you either don’t have health insurance or your family has high medical expenses. These two types of Financial Assistance, Charity Care and Discounted Care, are explained in more detail in CHLA’s Financial Assistance Policy FIN 006.0, available at your request as a printout, or on the CHLA website at <http://www.chla.org>.

If you qualify for Charity Care, CHLA will waive the full amount of your hospital bill for emergency or medically necessary services. If you qualify for Discounted Care, CHLA will offer you a discount on your hospital bill for such services. Whichever program you qualify for, as a patient eligible for Financial Assistance, you will not be charged more than the “Amounts Generally Billed” to patients with insurance for emergency or other medically necessary hospital services.

Please note that Financial Assistance offered by CHLA only applies to hospital bills, not bills from physicians who see patients at CHLA. Please contact Pediatric Management Group customer service directly at (323) 361-2336 about any financial assistance they may offer for their services

### **Am I Eligible for Financial Assistance From CHLA?**

If you are uninsured and/or have high medical expenses, you may qualify for Charity Care if your family income is at or below 400% of the Federal Poverty Level<sup>1</sup>. Likewise, you may qualify for Discounted Care if your family income is above 400%, but at or below 600% of the Federal Poverty Level.

In order to receive Charity Care or Discounted Care, you must submit an application to CHLA. Once CHLA receives your completed application, CHLA will determine whether you are eligible and notify you in writing within 30 days.

### **Where Can I Get a Copy of the Application?**

Free printed copies of CHLA’s Financial Assistance application, Financial Assistance Policy, and this summary are available upon request, in the Admitting area located near the main entrance to the hospital, in the Emergency Room registration area, and in other areas in the hospital, located at 4650 Sunset Blvd, Los Angeles, CA 90027. These materials are also available on CHLA’s website at <http://www.chla.org>. You can also request that a free copy be mailed to you by calling Patient Business Services at (800) 404-6627.

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<sup>1</sup> The Federal Poverty Level is updated annually by the federal government and is available on publicly accessible government websites.

## **How Do I Apply?**

You or your representative can apply for Financial Assistance by submitting a completed application (including all required documentation specified in the application) to CHLA's Patient Business Services office in any of the following ways:

- by mail or in person to: Patient Business Services  
Mailstop 26  
Children's Hospital Los Angeles  
4650 Sunset Boulevard  
Los Angeles, CA 90027

CHLA staff cannot assist with completing the Financial Assistance application, but you can get help with the application from the Health Consumer Center of Los Angeles. This nonprofit organization is located at 13327 Van Nuys Boulevard, Pacoima, CA 91331 and its phone number is (800) 896-3203.

## **Is the Application Available in Languages Other Than English?**

Translations of the Financial Assistance Policy, this summary, and the application form are available in Armenian, Spanish, Chinese/Taiwan, Korean, Vietnamese, and Arabic. If you would like an interpreter to help you in a different language, please ask a CHLA staff member for assistance.

## **Where Can I Get More Information?**

If you would like more information about CHLA's Financial Assistance Policy, please contact the Patient Business Services office by calling (800) 404-6627 or visiting Patient Business Services.