



LONG BEACH MEDICAL CENTER | MILLER CHILDREN'S & WOMEN'S HOSPITAL  
ORANGE COAST MEDICAL CENTER | SADDLEBACK MEDICAL CENTER

## Financial Assistance Policy Plain Language Summary

### **Financial Assistance**

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](mailto:pfsdocuments@memorialcare.org).

Patients must fully comply with the application process including submitting required documentation.

### **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](http://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.



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### 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](http://www.memorialcare.org/financialassistance).

### Help Paying Your Bill

There are free consumer advocacy organizations that will help you understand the billing and payment process. You may call the Health Consumer Alliance at 888-804-3536 or go to [healthconsumer.org](http://healthconsumer.org) for more information.

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.

### 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](http://HospitalBillComplaintProgram.hcai.ca.gov) for more information and to file a complaint.

### Covered California

You may qualify for a discount on a health plan through Covered California, a free service that connects Californians with brand-name health insurance under the Patient Protection and Affordable Care Act. Visit [www.CoveredCA.com](http://www.CoveredCA.com) for more information.

## Medi-Cal Presumptive Eligibility

You may qualify for Medi-Cal's Hospital Presumptive Eligibility Program (HPE), allowing you to receive immediate access to temporary, no-cost Medi-Cal while applying for permanent Medi-Cal coverage or other health coverage. To qualify for HPE, individuals must meet the rules below.

1. Have income below the monthly limit for household size.
2. Be a California resident.
3. Not already have Medi-Cal.
4. If not pregnant, have not received PE Enrollment benefits from any Medi-Cal PE Program up to the maximum limitation allowed within the past 12 months of applying. If pregnant, have not had a PE Enrollment during the current pregnancy of applying.
5. **And**, be eligible in one of the following HPE groups below:
  - a. Children under 19 years old
  - b. Parents and Caretaker Relatives
  - c. Pregnant Women (benefits are limited to ambulatory prenatal services.)
  - d. Former Foster Youth between ages 18 to 26 years old, who were in foster care in any state on their 18th birthday or older. (No income limit)
  - e. Adults between ages 19-64, not pregnant, not in Medicare, and not eligible for any group stated above.
  - f. Adults ages 65 or older, not pregnant and not in Medicare.

To apply for HPE benefits, an individual must visit a hospital that is a qualified HPE Provider, such as Long Beach Medical Center and Miller Children's and Women's Hospital Long Beach (Orange Coast Medical Center and Saddleback Medical Center are not qualified HPE Providers). The HPE Provider will submit your information via the HPE Medi-Cal Application online portal and eligibility is determined in real-time. For more information please go to: <https://mcweb.apps.prd.cammiis.medi-cal.ca.gov/references/hpe>.

## 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>.

English	ATTENTION: If you need help in your language, please call 1-877-323-0043 or visit Long Beach Medical Center/Miller Children's & Women's Hospital Long Beach. The office is open 7 days a week from 8:00 a.m. – 5:30 p.m. and located at 2801 Atlantic Avenue, Long Beach, CA 90806. Aids and services for people with disabilities, like documents in braille, large print, audio, and other accessible electronic formats are also available. These services are free.
Arabic	تنبيه: إذا احتجت إلى مساعدة بلغتك، فيرجى الاتصال بالرقم 1-877-323-0043 أو زيارة المركز الطبي Miller Children's & Women's Hospital Long Beach / Long Beach Medical Center. المكتب مفتوح طوال أيام الأسبوع من الساعة 8:00 صباحًا حتى 5:30 مساءً. ويقع في العنوان 2801 Atlantic Avenue, Long Beach, CA 90806. تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة برايل والطباعة بخط كبير ووسائل المساعدة الصوتية وغيرها من الصيغ الإلكترونية المتاحة التي يسهل عليهم استخدامها. الخدمات مجانية.
Armenian	Ուշադրութեամբ: Եթե ցանկանում եք օգնություն ստանալ ձեր լեզվով, ապա խնդրում ենք զանգահարել 1-877-323-0043 հեռախոսահամարին կամ այցելել Miller Children's & Women's Hospital Long Beach. Գրասենյակը աշխատում է ամեն օր՝ ժամը 8:00-ից 17:30: Հասցե՝ 2801 Atlantic Ave, Long Beach, Կալիֆորնիա 90806: Հաշմանդամություն ունեցող անձանց համար հասանելի են նաև օժանդակ միջոցներ և ծառայություններ, ինչպիսիք են Բրայլի, խոշոր տպագիր, աուդիո փաստաթղթերը, ինչպես նաև էլեկտրոնային ձևաչափերի այլ դյուրընկալելի փաստաթղթեր: Նշված ծառայություններն անվճար են:

Chinese	請注意：如果您需要語言協助，請撥打 1-877-323-0043 或造訪 Long Beach Medical Center/Miller Children's & Women's Hospital Long Beach。辦公室服務時間為每天早上 8:00 至下午 5:30，地址：2801 Atlantic Avenue, Long Beach, CA 90806。我們也為身心障礙人士提供援助與服務，例如點字、大字體、音訊和其他無障礙電子格式的文件。這些服務皆免費提供。
Farsi	توجه: اگر نیازمند کمک به زبان خود هستید، لطفاً با شماره 1-877-323-0043 تماس بگیرید یا از مرکز پزشکی Long Beach Medical Center/Miller Children's & Women's Hospital Long Beach بازدید کنید. این دفتر 7 روز در هفته از ساعت 8:00 ق.ظ تا 5:30 ب.ظ باز است، و در خیابان 2801 Atlantic Avenue, Long Beach, CA 90806 واقع شده است. کمک‌ها و خدمات برای افراد دارای معلولیت، مثلاً اسناد به خط بریل، چاپ درشت، فایل صوتی، و سایر قالب‌های الکترونیکی قابل دسترسی نیز موجود است. این خدمات رایگان هستند.
Hindi	कृपया ध्यान दें: अगर आप अपनी भाषा में सहायता चाहते हैं, तो कृपया 1-877-323-0043 पर कॉल करें या Long Beach Medical Center/Miller Children's & Women's Hospital Long Beach पर जाएं। 2801 Atlantic Avenue, Long Beach, CA 90806 में स्थित कार्यालय सप्ताह के सातों दिन सुबह 8:00 बजे से शाम 5:30 बजे तक खुला रहता है। विकलांगों के लिए सहायक उपकरण और सेवाएं, जैसे ब्रेल, बड़े प्रिंट, ऑडियो और अन्य सुलभ इलेक्ट्रॉनिक फॉर्मेट्स में डॉक्यूमेंट्स भी उपलब्ध हैं। ये सेवाएं निःशुल्क हैं।
Hmong	LUS CEEB TOOM: Yog tias koj xav tau kev pab ua koj hom lus, thov hu rau 1-877-323-0043 los sis mus saib Hauv Long Beach Medical Center/Miller Children's & Women's Hospital Long Beach. Lub chaw ua hauj lwm qhib txhua 7 hnuv hauv ib lub lim tiam thaum 8:00 teev sawv ntxov - 5:30 teev tsaus ntuj. Chaw nyob: 2801 Atlantic Avenue, Long Beach, CA 90806 Kev pab thiab cov kev pab cuam rau cov neeg xiam oob qhab, xws li cov ntaub ntawv hauv cov ntawv sau rau cov neeg dig muag, cov ntawv loj, suab, thiab kuj tseem muaj lwm hom uas siv tau hauv tshuab hluav taws xob. Cov kev pab cuam no pub dawb.
Japanese	注意：母国語でサポートが必要な場合は、1-877-323-0043 までお電話いただくか、Long Beach Medical Center/Miller Children's & Women's Hospital Long Beach までお越しください。事務所は年中無休、午前 8 時から午後 5 時 30 分まで営業しており、所在地は 2801 Atlantic Avenue, Long Beach, CA 90806 です。点字、大きな活字、音声、その他のアクセス可能な電子形式の文書など、障害のある人向けの支援やサービスも利用できます。これらのサービスは無料です。
Korean	안내: 귀하의 모국어로 도움이 필요한 경우 1-877-323-0043 번으로 전화하거나 Long Beach Medical Center/Miller Children's & Women's Hospital Long Beach 를 방문하시기 바랍니다. 사무실은 주 7 일, 오전 8 시부터 오후 5 시 30 분까지 운영되며 주소는 2801 Atlantic Avenue, Long Beach, CA 90806 입니다. 점자, 큰 활자, 오디오, 손쉬운 사용 전자 형식 문서 등 장애인을 위한 지원과 서비스도 이용하실 수 있습니다. 이러한 서비스는 무료로 제공됩니다.

Mon-Khmer, Cambodian	យកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកត្រូវការជំនួយជាភាសាសំឡេងសម្រាប់ស្វែងរកទៅលេខ 1-877-323-0043 ឬអញ្ជើញទៅ Long Beach Medical Center/Miller Children's & Women's Hospital Long Beach ។ ការិយាល័យនេះបើករយៈពេល 7 ថ្ងៃក្នុងមួយសប្តាហ៍ ពីម៉ោង 8:00 ព្រឹក ដល់ម៉ោង 5:30 ល្ងាច និងមានទីតាំងស្ថិតនៅ 2801 Atlantic Avenue, Long Beach, CA 90806 ។ ជំនួយ និងសេវាកម្មសម្រាប់អ្នកដែលមានពិការភាព ដូចជាឯកសារជាអក្សរសម្រាប់អ្នកពិការភ្នែក ជាអក្សរធំ ជាសំឡេង និងទម្រង់អេឡិចត្រូនិកដែលអាចចូលប្រើបានផ្សេងទៀត ក៏អាចរកបានផងដែរ។ សេវាកម្មទាំងនេះគឺឥតគិតថ្លៃ។
Punjabi	ਧਿਆਨ ਦਿਓ: ਜੇਕਰ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 1-877-323-0043 ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ Long Beach Medical Center/Miller Children's ਅਤੇ Women's Hospital Long Beach ਵਿਖੇ ਜਾਓ। ਦਫ਼ਤਰ ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ ਸਵੇਰੇ 8:00 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 5:30 ਵਜੇ ਤੱਕ ਖੁੱਲ੍ਹਾ ਰਹਿੰਦਾ ਹੈ ਅਤੇ ਇਹ 2801 Atlantic Avenue, Long Beach, CA 90806 ਵਿਖੇ ਸਥਿਤ ਹੈ। ਅਪਾਹਿਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੱਡੇ ਪ੍ਰਿੰਟ, ਆਡੀਓ ਅਤੇ ਹੋਰ ਪਹੁੰਚਯੋਗ ਈਲੈਕਟ੍ਰੋਨਿਕ ਫਾਰਮੈਟਾਂ ਵੀ ਉਪਲੱਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫ਼ਤ ਹਨ।
Russian	ВНИМАНИЕ! Если вам нужна помощь на вашем языке, позвоните по номеру 1-877-323-0043 или посетите медицинский центр Long Beach Medical Center / Miller Children's & Women's Hospital Long Beach. Наш офис работает без выходных с 08:00 до 17:30 и расположен по адресу 2801 Atlantic Avenue, Long Beach, CA 90806. Кроме того, для людей с ограниченными возможностями доступны вспомогательные средства и услуги, например документы с текстом, набранным шрифтом Брайля или крупным шрифтом, в виде аудиозаписей и в других доступных электронных форматах. Эти услуги предоставляются бесплатно.
Spanish	ATENCIÓN: Si necesita ayuda en su idioma, llame al 1-877-323-0043 o visite Long Beach Medical Center/Miller Children's & Women's Hospital Long Beach. La oficina está abierta los 7 días de la semana de 8:00 a. m. a 5:30 p. m. y está en 2801 Atlantic Avenue, Long Beach, CA 90806. También hay asistencia y servicios para personas con discapacidades, como documentos en braille, letra grande, audio y otros formatos electrónicos accesibles. Estos servicios son gratuitos.
Tagalog	PAUNAWA: Kung kailangan mo ng tulong sa iyong wika, mangyaring tumawag sa 1-877-323-0043 o bisitahin ang Long Beach Medical Center/Miller Children's & Women's Hospital Long Beach. Bukas ang tanggapan nang 7 araw sa isang linggo, mula 8:00 a.m. – 5:30 p.m. at matatagpuan sa 2801 Atlantic Avenue, Long Beach, CA 90806. Available rin ang mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumentong nasa braille, malalaking titik, audio, at iba pang naa-access na elektronikong format. Libre ang mga serbisyong ito.
Thai	โปรดทราบ: หากต้องการความช่วยเหลือในภาษาของคุณ โปรดติดต่อหมายเลข 1-877-323-0043 หรือไปที่ Long Beach Medical Center/Miller Children's & Women's Hospital Long Beach สำนักงานเปิดให้บริการ 7 วันต่อสัปดาห์ ตั้งแต่เวลา 8:00 น. - 17:30 น. และตั้งอยู่ที่ 2801 Atlantic Avenue, Long Beach, CA 90806 นอกจากนี้ยังมีอุปกรณ์ช่วยเหลือและบริการสำหรับผู้พิการ เช่น เอกสารในอักษรเบรลล์ สิ่งพิมพ์ตัวหนังสือขนาดใหญ่ เทปบันทึกเสียง และรูปแบบอิเล็กทรอนิกส์ที่สามารถเข้าถึงได้อื่นๆ บริการเหล่านี้ไม่ต้องเสียค่าใช้จ่าย
Vietnamese	CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của quý vị, vui lòng gọi theo số 1-877-323-0043 hoặc đến Long Beach Medical Center/Miller Children's & Women's Hospital Long Beach. Phòng khám có địa chỉ tại 2801 Atlantic Avenue, Long Beach, CA 90806, mở cửa 7 ngày trong tuần từ 8:00 sáng – 5:30 chiều. Các dịch vụ và hỗ trợ dành cho người khuyết tật cũng được cung cấp, như tài liệu bằng chữ nổi Braille, bản in lớn, âm thanh và các định dạng điện tử để tiếp cận khác. Những dịch vụ này đều miễn phí.