

## Financial Assistance Info

We can help with your medical bills.  
You may qualify for financial assistance

We offer:

- Free or low-cost care for those who are eligible
- Interest-free, long-term payment plans
- Assistance in securing health coverage

**Learn more about the availability of discount payment and charity care programs, how to apply, eligibility information, and hospital discount payment and charity care policies by visiting:** <http://www.providence.org/FinancialHelp?>

Financial assistance eligibility is determined using a variety of criteria, including where you live, your household size and income. Our calculator (available on the website above) uses this type of information to help determine potential eligibility. Depending on your state and household size, you will likely qualify for assistance if your gross annual household income is under 175-400% of the Federal Poverty Level.

Or scan the QR code:  
[include existing QR code]

## Contact a Financial Counselor

Find out what financial assistance options are available to you and get help from our team.

855-229-6466

Monday - Friday, 7 a.m. to 5:30 p.m PT

## Price Transparency

In 2018, the Centers for Medicare and Medicaid issued guidance for hospitals to make available a list of their standard charges online. However, hospital charges don't provide a full picture of what patients will pay. We hope you will use our helpful price estimator for out-of-pocket costs by visiting: <https://www.providence.org/billing-support/price-estimate>

A list of shoppable services is available at <https://www.providence.org/billing-support/pricing-transparency>

## 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.

In addition to Providence's financial assistance program, there are other options available to help lower and eliminate the costs of care. We can help you apply for

Medicare, Medicaid, and other programs such as Covered California and Medi-Cal presumptive eligibility.

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

### **Translation and Accessible Formats**

ATTENTION: If you need help in your language, please call 1-888-311-9127 or visit a Providence hospital clinic near you. The office is open 8:00 am to 4:30 pm and located at the Financial Counseling Office. 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. Copies of translated documents can be found on [www.providence.org/financialhelp](https://www.providence.org/financialhelp)