

## Financial Assistance

We believe that no one should delay seeking needed medical care because they lack insurance or have high medical costs. That's why we assist patients with applying for public health coverage programs, offer discounts and payment plans for uninsured patients, and offer Payment Assistance to eligible patients for selected hospital services.

## Government Program Eligibility

To get more information on government sponsored programs like Medi-Cal, Medicare, Healthy Families, or to request an application, please call the number listed on the back of this brochure. Applications are available at the hospital.

## Uninsured Patient Discount

Eligible uninsured patients will pay a reduced rate for certain hospital services. This rate will be reflected on the patient's first billing statement. Uninsured patients who meet the criteria outlined below are eligible for this uninsured discount:

- Annual household income does not exceed \$250,000
- Patient is uninsured
- Patient assigns benefits relating to claim to CHW

## CHW Payment Assistance

If you are not eligible for a government program, you may be eligible for CHW's need-based Payment Assistance Program or for an interest-free payment plan. This Program is ONLY for your Hospital Bill and does not cover any other bills. For further information or to obtain an application for Payment Assistance, please contact us at the number listed on the back of this brochure or visit Admitting / Patient Registration.

## Our Mission

Catholic Healthcare West and our Sponsoring Congregations are committed to furthering the healing ministry of Jesus. We dedicate our resources to:

Delivering compassionate, high-quality, affordable health services;

Serving and advocating for our sisters and brothers who are poor and disenfranchised; and

Partnering with others in the community to improve the quality of life.

## Our Vision

A growing and diversified health care ministry distinguished by excellent quality and committed to expanding access to those in need.

## Our Commitment to You

Patient Financial Services is strongly committed to ensuring that you understand your billing statements and are aware of financial assistance options.

Please call us with any questions.

## How to Reach Us

**Mercy San Juan Medical Center**  
6501 Coyle Avenue  
Carmichael, CA 95608

**Financial Counselor**  
(916) 536-3053

**Department of Human Services**  
(General Information about Government Programs)  
(800) 880-5305

**Billing Inquiries**  
1-866-397-9272  
[www.chwHEALTH.org/billpay](http://www.chwHEALTH.org/billpay)

# Hospital Billing Process & Payment Assistance Options

