



**Important Billing Information for Patients  
Financial Assistance Plain Language Summary**

Thank you for allowing Sharp HealthCare the opportunity to care for you. This handout is designed to help our patients understand the Financial Assistance that is available to eligible patients, the application process for Financial Assistance, and your payment options. Your hospital bill will not include any bill for services you may receive during your hospital stay from physicians, anesthesiologists, clinical professionals, ambulance companies, and other providers that may bill you separately for their services. If you wish to seek assistance with paying your bills from these other providers, you will need to contact those providers directly at the telephone number provided on their bill.

**Emergency Services:** If you received emergency services at the hospital, you will receive a separate bill for the emergency room physician. Any questions pertaining to the emergency room physician's services should be directed to the physician. An emergency room physician, as defined in Section 127450 of the Health and Safety Code, who provides emergency medical services in a hospital that provides emergency care, is required by law to provide discounts to uninsured patients or insured patients with high medical costs who are at or below 350% of the federal poverty level.

**Medi-Cal, Government Program Eligibility and Covered California:** You may be eligible for a government-sponsored health benefit program. Each Hospital has staff available to assist you with applying for government programs like Medi-Cal or Covered California under the Affordable Care Act. You may contact Sharp HealthCare Customer Service Department Monday-Friday at (858) 499-2400 if you would like additional information about government programs, or need assistance with applying for such programs.

**Payment Options/Plans:** Patient account balances are due upon receipt. Sharp HealthCare has many options to assist you with payment of your hospital bill. Patients may elect to make payment arrangements for their hospital bill. These arrangements are interest-free for low income uninsured patients and certain income-eligible patients with high medical costs. The payment plan is negotiated between the Hospital and the patient.

**Summary of Financial Assistance (Charity Care):** Sharp HealthCare is committed to providing financial assistance to qualified low income patients and patients who have insurance that requires the patient to pay for a significant portion of their care. The following is a summary of the eligibility requirements for Financial Assistance

and the application process for patients who wish to seek Financial Assistance. The following are categories of patients who are eligible for Financial Assistance:

- Patients who have no third-party source of payment, such as an insurance company or government program, for any portion of their medical expenses **and** have a family income at or below 400% of the federal poverty level.
- Patients who are covered by insurance but have (i) family income at or below 400% of the federal poverty level; **and** (ii) medical expenses for themselves or their family (incurred at the hospital affiliate or paid to other providers in the past 12 months) that exceeds 10% of the patient's family income.
- Patients who are covered by insurance but exhaust their benefits either before or during their stay at the hospital, and have a family income at or below 400% of the federal poverty level.

You may apply for Financial Assistance using the application form that is available free of charge from Patient Access Services, located within the Patient Access / Registration Departments at the Hospital or by calling Sharp HealthCare Customer Service at (858) 499-2400, or on the Sharp HealthCare website [www.Sharp.com/billing](http://www.Sharp.com/billing). You may also submit an application by speaking with a representative from Patient Access Services, who will assist you with completing the application. 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 be required to provide three months of bank statements, pay stubs and or tax records to assist Sharp HealthCare with verifying your income.

After you submit the application, the hospital will review the information and notify you in writing regarding your eligibility. If an application has been submitted for another health coverage program at the same time that you submit an application for charity care, your Financial Assistance Application will be pended until eligibility for other coverage programs is determined. If you have any questions during the application process or disagree with the hospital's decision, you may contact Sharp HealthCare Customer Service at (858) 499-2400 or submit your grievance in writing to Sharp HealthCare, 8695 Spectrum Center Blvd., San Diego, CA 92123.

Copies of this Hospital's Financial Assistance (FA) Policy and FA Application, the Plain Language Summary, as well as government program applications are available in multiple languages in person at our Patient Registration and Patient Access Services offices and online at [www.Sharp.com/billing](http://www.Sharp.com/billing).

In accordance with Internal Revenue Code Section 1.501(r), Sharp HealthCare adopts the prospective Medicare method for amounts generally billed.