

HELP PAYING YOUR BILL

Hoag Orthopedic Institute's Financial Counseling Department offers free financial screenings for people who do not have health insurance and cannot pay their hospital bill, as well as patients who do have insurance, but are unable to pay their portion of the bill that insurance does not cover.

Our Financial Counselors will determine your eligibility for Medicare, Medi-Cal, or other government assistance in paying your medical bills. Patients' ineligible for government assistance may still qualify for the Financial Assistance Program, discounts, or charity programs available through Hoag Orthopedic Institute.

How to Apply

You may contact our Financial Counselors immediately after discharge or completion of services by calling **949-764-5564** or by e-mail at **FC@hoag.org**.

If you have questions or would like to receive a financial assistance application form, please contact us:

By telephone: 949-764-8413. On our website at **hoagorthopedicinstitute.com**

By visiting in person at one of the following locations:

Hoag - Newport Beach Cashier's Office One Hoag Drive Newport Beach, CA 92662 Hours: Monday through Friday 8:30am to 4:30pm or by email at FC@hoag.org	Hoag - Irvine Cashier's Office 16200 Sand Canyon Ave Irvine, CA 92618 Hours: Monday through Friday 8:30am to 4:30pm or by email at FC@hoag.org	Patient Financial Services Attn: Charity Care Specialist 2975 Red Hill Ave., Suite 200 Costa Mesa, CA 92626 Hours: Monday through Friday 8:30am to 4:30pm or by email at PFS@hoag.org
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Hospital Bill Complaint Program

If you believe you were wrongly denied financial assistance, you may file a complaint with the State of California's Hospital Bill Complaint Program. Go to **HospitalBillComplaintProgram.hcai.ca.gov** for more information and to file a complaint.

More Help

There are free consumer advocacy organizations that will help you understand the billing and payment process, including Health Consumer Alliance at **healthconsumer.org**.

Health Consumer Alliance

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 can assist you with applying for coverage such as Medi-Cal, Hospital Presumptive Eligibility, private insurance, or Covered California.

Department of Managed Health Care

Department of Managed Health Care (DMHC) educates consumers about their health care rights, resolves consumer complaints against health plans, helps consumers understand their coverage and assists consumers in getting timely access to appropriate health care services. The DMHC Help Center provides direct assistance in all languages to health care consumers through the Department's website, **HealthHelp.ca.gov**, and a toll-free phone number, **888-466-2219**.

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: **HospitalBillComplaintProgram.hcai.ca.gov** for more information and to file a complaint.

No Surprises Helpdesk

To learn more about No Surprises billing protections for consumers contact **800-985-3059** or visit **www.cms.gov/nosurprises/consumers**.

Confidentiality

We understand that the need for financial assistance can be a sensitive and deeply personal issue. We are committed to maintaining the confidentiality of requests, information, and funding.

We are committed to making information about the Hoag Orthopedic Institute Financial Assistance Program available in the communities we serve in a manner that is easy to understand.

In addition to English, this summary, Hoag Orthopedic Institute Financial Assistance Program Policy, and Hoag Orthopedic Institute Financial Assistance Application form, are available in other languages, including but not limited to, Arabic, Chinese, Farsi, Korean, Spanish, and Vietnamese. If you need help in your language, please call **949-764-8400** or visit **hoagorthopedicinstitute.com**

Patients with disabilities may access this notice in an accessible alternative format including, but not limited to, large print, braille, audio, and other accessible electronic formats by contacting the Admissions Office at **949-764-8275** or **949-517-3161**.

