



Important Billing Information for Patients Financial Assistance Plain Language Summary

Thank you for choosing Sharp HealthCare Hospitals. 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.

Emergency Services: If you receive 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 by California law (specifically, 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.

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. A Financial Agreement must be negotiated before the Patient Financial Services office can accept payment arrangements that allow patients to pay their hospital bills over time. 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.

Medi-Cal, Medi-Cal Hospital Presumptive Eligibility & Other Government

Program Eligibility: 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. You may contact the Sharp HealthCare Financial Counseling Hotline Monday through Friday, 8 a.m. to 5 p.m., at 858-499-5901 if you would like information about government programs or need assistance with applying for these programs.

Covered California: You may be eligible for health insurance under Covered California, California's insurance marketplace under the Affordable Care Act. Contact the Sharp HealthCare Financial Counseling Hotline at 858-499-5901, Monday through Friday, 8 a.m. to 5 p.m., for details and assistance to see if you qualify.

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 1-888-804-3536 or go to healthconsumer.org for more information.

Summary of Financial Assistance (Charity Care): Sharp HealthCare is committed to providing financial assistance to qualified patients. 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 patients are eligible:

- 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 exceed 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.

How to Apply: For information about discount payment and charity care policies, and to learn how to apply, please visit the hospital's Patient Access Services Department. You can also call 858-499-2400, Monday through Friday, 8 a.m. to 4:30 p.m., or go to sharp.com/billing. During the application process, you will be asked to provide information about the number of people in your household, your monthly income, and other factors to help the hospital determine your eligibility for financial assistance. You will be required to provide two recent pay stubs or tax records to verify your income.

After you submit the application, the hospital will review the information and notify you in writing regarding your eligibility. If you have any questions during the application process, you may contact Sharp HealthCare Customer Service at 858-499-2400.

If you disagree with the hospital's decision, you may submit a dispute to the Patient Access Services office or Sharp HealthCare Customer Service at 858-499-2400 or in writing to Sharp HealthCare Patient Financial Services at 8695 Spectrum Center Blvd., San Diego, CA 92123.

Copies of this hospital's Financial Assistance Policy and Financial Assistance applications, 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

sharp.com/billing. We can also send you a copy of the Financial Assistance Policy free of charge if you contact Sharp HealthCare Customer Service at 858-499-2400.

In accordance with Internal Revenue Code Section 1.501(r), Sharp hospitals adopt the Medicare methodology to determine amount generally billed. Patients determined eligible for financial assistance will not be charged more than this amount for emergency or medically necessary care, after applicable reimbursements from third-party payers.

Pending Applications: If an application has been submitted for another health coverage program at the same time you submit an application for charity care, neither application shall preclude eligibility for the other program.

You can access copies of our Hospital's Financial Assistance Policy (FAP), Financial Assistance Applications, and the Plain Language Summary in multiple languages at our Patient Registration and Patient Access Services offices or online at sharp.com/billing. Additionally, you can request a free copy by contacting Sharp HealthCare Customer Service at 858-499-2400, Monday through Friday 8 a.m. to 4:30 p.m.

Notice of Availability of Financial Estimates: Requests for written estimates of your financial responsibility for hospital services must be made during business hours. The estimate will provide you with an approximate amount the hospital will require you to pay for health care services, procedures and supplies that are reasonably expected to be provided by the hospital. Estimates are based on the average length of stay and services provided for your diagnosis. They are not promises to provide services at fixed costs. A patient's financial responsibility may be more or less than the estimate based on the actual services the patient receives during the time of service and does not include charges for service provided by physicians during a patient's stay

in the hospital. Patients may receive separate billing statements from personal physicians, anesthesiologists, pathologists, radiologists, ambulance companies and other medical professionals who are not employees of the hospital. To discuss a physician's bill, contact the physician at the number on their billing statement.

If you have any questions about written estimates, please request a bedside visit from our Patient Access Services Office at the hospital. If you have billing questions, or if you would like to pay by telephone, please contact Sharp HealthCare Customer Service Department at 858-499-2400.

Notice of Availability of Shoppable Services Online: In compliance with federal regulations, consumers can access a list of our shoppable services via our website: sharp.com/billing/estimate.

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 for more information and to file a complaint.

ATTENTION: If you need help in your preferred language, please call 858-499-2400, go to sharp.com, or visit the Sharp Patient Financial Services office at 8695 Spectrum Center Blvd., San Diego, CA 92123. The office is open Monday through Friday, 8 a.m. to 4:30 p.m., and can provide aids and services for people with disabilities, such as documents in Braille, large print, audio and other accessible formats. These services are free. If you are hearing impaired, contact us using a teletype (TTY) device at 858-262-6948.

Arabic

تنبيه: إذا كنت بحاجة إلى المساعدة بلغتك، يرجى الاتصال على الرقم 858-499-2400 أو زيارة مكتب شارب للأعمال. المكتب Spectrum Center مفتوح من الساعة 8 صباحًا حتى 4:30 مساءً، من يوم الاثنين إلى يوم الجمعة، ويقع في 8695 . المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات بطريقة برايل أو 92123-1489 Blvd., San Diego, CA . الطباعة الكبيرة أو الصوتية أو الصيغ الإلكترونية الأخرى التي يمكن الوصول إليها، متوفرة أيضًا. هذه الخدمات مجانية.

Armenian

Ուշադրություն: Եթե ձեր լեզվով օգնության կարիք ունեք, խնդրում ենք զանգահարել 858-499-2400 հեռախոսահամարով կամ այցելել Sharp-ի բիզնես գրասենյակ: Գրասենյակը բաց է երկուշաբթիից ուրբաթ՝ առավոտյան 8-ից մինչև երեկոյան 4:30, հասցեն՝ 8695 Spectrum Center Blvd., San Diego, CA 92123-1489: Հաշմանդամություն ունեցող անձանց համար նախատեսված օգնությունները և ծառայությունները, օրինակ՝ բրայլի փաստաթղթեր, խոշոր տպագրություն, ձայնային տարբերակներ կամ այլ մատչելի էլեկտրոնային ձևաչափեր նույնպես հասանելի են: Այս ծառայությունները անվճար են:

Cambodian (Khmer)

ប្រយ័ត្ន: ប្រសិនបើអ្នកត្រូវការជំនួយជាភាសាសរបស់អ្នក សូមទូរស័ព្ទទៅ 858-499-2400 ឬមកកាន់ការិយាល័យអាជីវកម្មរបស់ Sharp។ ការិយាល័យបើកពីម៉ោង 8 ព្រឹក ដល់ 4:30 ល្ងាច ថ្ងៃច័ន្ទ ដល់ ថ្ងៃសុក្រ នៅ 8695 Spectrum Center Blvd., San Diego, CA 92123-1489។ មានជំនួយ និងសេវាកម្មសម្រាប់មនុស្សពិការ ដូចជា ឯកសារជា Braille អត្ថបទព្រីនធ៍ សម្លេង និងទ្រង់ទ្រាយអេឡិចត្រូនិចផ្សេងទៀតដែលងាយស្រួលប្រើបានផងដែរ។ សេវាកម្មទាំងនេះគឺឥតគិតថ្លៃ។

Chinese

注意：如果您需要使用您的语言帮助，请致电 858-499-2400 或访问 Sharp 商务办公室。办公时间为周一至周五上午 8 点至下午 4:30，地址：8695 Spectrum Center Blvd., San Diego, CA 92123-1489。我们还为残障人士提供帮助和服务，例如盲文、大字版、音频和其他可访问的电子格式文件。这些服务是免费的。

Farsi (Persian)

مراجعه کنید. Sharp توجه: اگر به کمک به زبان خود نیاز دارید، لطفاً با شماره 2400-499-858 تماس بگیرید یا به دفتر Spectrum Center Blvd., دفتر از دوشنبه تا جمعه از ساعت 8 صبح تا 4:30 بعدازظهر باز است و در 8695 واقع شده است. کمک‌ها و خدمات برای افراد دارای معلولیت، مانند اسناد بریل، چاپ San Diego, CA 92123-1489 درشت، صوتی و سایر قالب‌های الکترونیکی قابل دسترس نیز در دسترس هستند. این خدمات رایگان است.

Hindi

ध्यान दें: यदि आपको अपनी भाषा में सहायता की आवश्यकता है, तो कृपया 858-499-2400 पर कॉल करें या Sharp व्यापार कार्यालय पर जाएँ। कार्यालय सोमवार से शुक्रवार सुबह 8 बजे से शाम 4:30 बजे तक खुला रहता है और इसका पता 8695 Spectrum Center Blvd., San Diego, CA 92123-1489 है। विकलांग व्यक्तियों के लिए ब्रेल, बड़े अक्षरों में मुद्रित, ऑडियो और अन्य सुलभ इलेक्ट्रॉनिक प्रारूपों में दस्तावेज़ों जैसी सहायता और सेवाएँ भी उपलब्ध हैं। ये सेवाएँ निःशुल्क हैं।

Hmong

Ceeb toom: Yog tias koj xav tau kev pab hauv koj hom lus, thov hu rau 858-499-2400 lossis mus xyuas Sharp lub chaw ua haujlwm. Lub chaw ua haujlwm qhib thaum 8 sawv ntxov txog 4:30 yav tsaus ntuj, hnuv Monday txog Friday, nyob ntawm 8695 Spectrum Center Blvd., San Diego, CA 92123-1489. Muaj kev pab thiab cov kev pabcuam rau cov neeg xiam oob khab, xws li cov ntawv hauv braille, ntawv loj, suab, thiab lwj yam hauv cov hom ntawv hluav taws xob uas yooj yim siv. Cov kev pabcuam no yog pub dawb.

Japanese

注意: ご自身の言語で支援が必要な場合は、858-499-2400 までお電話いただくか、Sharp のビジネスオフィスにお越しく下さい。オフィスの営業時間は月曜日から金曜日の午前8時から午後4時30分までで、8695 Spectrum Center Blvd., San Diego, CA 92123-1489 にあります。視覚障害者向けの点字、大きな文字、音声、その他の利用可能な電子形式の資料などの支援やサービスもご利用いただけます。これらのサービスは無料です。

Korean

주의: 귀하의 언어로 도움이 필요하시면 858-499-2400번으로 전화하시거나 Sharp 비즈니스 사무실을 방문해 주십시오. 사무실은 월요일부터 금요일까지 오전 8시부터 오후 4시 30분까지 운영되며, 주소는 8695 Spectrum Center Blvd., San Diego, CA 92123-1489입니다. 시각장애인을 위한 점자, 큰 글씨, 오디오 및 기타 접근 가능한 전자 형식의 문서와 같은 지원과 서비스도 제공됩니다. 이 서비스는 무료입니다.

Punjabi

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 858-499-2400 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ Sharp ਬਿਜ਼ਨਸ ਦਫ਼ਤਰ ਵਿੱਚ ਜਾਓ। ਦਫ਼ਤਰ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ ਸਵੇਰੇ 8 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 4:30 ਵਜੇ ਤੱਕ ਖੁਲਾ ਰਹਿੰਦਾ ਹੈ ਅਤੇ 8695 Spectrum Center Blvd., San Diego, CA 92123-1489 'ਤੇ ਸਥਿਤ ਹੈ। ਅਯੋਗ ਵਿਅਕਤੀਆਂ ਲਈ ਮਦਦ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੱਡੀ ਛਪਾਈ, ਆਡੀਓ ਅਤੇ ਹੋਰ ਪਹੁੰਚਯੋਗ ਇਲੈਕਟ੍ਰੋਨਿਕ ਫਾਰਮੈਟ ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫ਼ਤ ਹਨ।

Russian

Внимание: Если вам нужна помощь на вашем языке, пожалуйста, позвоните по телефону 858-499-2400 или посетите офис Sharp. Офис открыт с понедельника по пятницу с 8 a.m. до 4:30 p.m. по адресу 8695 Spectrum Center Blvd., San Diego, CA 92123-1489. Также доступны помощь и услуги для людей с ограниченными возможностями, такие как документы на шрифте Брайля, крупным шрифтом, в аудиоформате и в других доступных электронных форматах. Эти услуги предоставляются бесплатно.

Spanish

ATENCIÓN: Si necesita ayuda en su idioma, llame al 858-499-2400 o visite la oficina comercial de Sharp. La oficina está abierta de lunes a viernes de 8 a.m. a 4:30 p.m., ubicada en 8695 Spectrum Center Blvd., San Diego, CA 92123-1489.

También hay ayudas y servicios disponibles para personas con discapacidades, como documentos en braille, en letra grande, en audio y en otros formatos electrónicos accesibles. Estos servicios son gratuitos.

Tagalog

PANSIN: Kung kailangan ninyo ng tulong sa inyong wika, mangyaring tumawag sa 858-499-2400 o bumisita sa opisina ng negosyo ng Sharp. Bukas ang opisina mula 8 a.m. hanggang 4:30 p.m., Lunes hanggang Biyernes, sa 8695 Spectrum Center Blvd., San Diego, CA 92123-1489. Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, gaya ng mga dokumentong nasa braille, malalaking print, audio, at iba pang madaling ma-access na elektronikong format. Libre ang mga serbisyonang ito.

Thai

คำเตือน: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทร 858-499-2400 หรือไปที่สำนักงานธุรกิจของ Sharp สำนักงานเปิดวันจันทร์ถึงศุกร์ เวลา 8 a.m. ถึง 4:30 p.m. ที่ 8695 Spectrum Center Blvd., San Diego, CA 92123-1489 นอกจากนี้ยังมีความช่วยเหลือและบริการสำหรับผู้พิการ เช่น เอกสารเบรลล์ ตัวพิมพ์ใหญ่ เสียง และรูปแบบอิเล็กทรอนิกส์อื่นๆ ที่สามารถเข้าถึงได้ บริการเหล่านี้ฟรี

Vietnamese

CHÚ Ý: Nếu quý vị cần giúp đỡ bằng ngôn ngữ của mình, xin gọi 858-499-2400 hoặc đến văn phòng kinh doanh của Sharp. Văn phòng mở cửa từ 8 a.m. đến 4:30 p.m., từ Thứ Hai đến Thứ Sáu, tại 8695 Spectrum Center Blvd., San Diego, CA 92123-1489. Các trợ giúp và dịch vụ cho người khuyết tật, chẳng hạn như tài liệu bằng chữ nổi braille, chữ in lớn, âm thanh và các định dạng điện tử dễ tiếp cận khác cũng có sẵn. Những dịch vụ này hoàn toàn miễn phí.