



Important Billing Information for Patients Financial Assistance Plain Language Summary

Thank you for choosing Sharp Tri-City Medical Center. 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 Tri-City Medical Center 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. Sharp Tri-City Medical Center has staff available to assist you with applying for government programs like Medi-Cal. You may contact the Sharp Tri-City Medical Center Financial Advocate Line Monday through Friday, 8 a.m. to 4:30 p.m., at 760-940-3698 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 Sharp Tri-City Medical Center Financial Assistance Line at 760-940-3040, Monday through Friday, 8 a.m. to 4:30 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 Tri-City Medical Center 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 760-940-7329, Monday through Friday, 8 a.m. to 4:30 p.m., or go to [Help paying your Sharp Tri-City bill | Sharp HealthCare](#). 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 Tri-City Medical Center Customer Service at 760-940-7329.

If you disagree with the hospital's decision, you may submit a dispute to the Sharp Tri-City Medical Patient Financial Services at 760-940-7329 or in writing to Sharp Tri-City Medical Center Patient Financial Services at 4002 Vista Way, Oceanside, CA 92056. 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 Access Services Department, and online at [Help paying your Sharp Tri-City bill | Sharp HealthCare](#)

Sharp Tri-City Hospital/billing. We can also send you a copy of the Financial Assistance Policy free of charge if you contact Sharp Tri-City Medical Center Customer Service at 760-940-7329.

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 Access Services Department or online at [Help paying your Sharp Tri-City bill | Sharp HealthCare](#) Additionally, you can request a free copy by contacting Sharp Tri-City Medical Center Customer Service at 760-940-7329, 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 Tri-City Medical Center's Cashier at 760-940-3179.

Notice of Availability of Shoppable Services Online: In compliance with federal regulations, consumers can access a list of our shoppable services via our website: [Billing and online bill pay | Sharp HealthCare](#)

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 [Hospital Bill Complaint Program - HCAI](#) for more information and to file a complaint.

ATTENTION: If you need help in your preferred language, please call 760-940-3151, or visit the Sharp Tri-City Patient Access Services office at 4002 Vista Way Oceanside, 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 teletypewriter (TTY) device at 760-940-5758.

SPANISH: ATENCIÓN: Si necesita ayuda en su idioma preferido, llame al 760-940-3151 o visite la oficina de Servicios de Acceso para Pacientes de Sharp Tri-City en 4002 Vista Way, Oceanside, CA 92123. La oficina está abierta de lunes a viernes, de 8 a.m. a 4:30 p.m., y puede proporcionar ayudas y servicios para personas con discapacidades, como documentos en Braille, letra grande, audio y otros formatos accesibles. Estos servicios son gratuitos. Si tiene problemas de audición, contáctenos usando un dispositivo de teletipo (TTY) al 760-940-5758.

MANDRIN: 如果您需要使用您偏好的语言获得帮助, 请致电 760-940-3151, 或者访问位于 4002 Vista Way, Oceanside, CA 92123 的 Sharp Tri-City 病人服务办公室。办公室周一至周五上午 8 点至下午 4:30 开放, 可以为残障人士提供辅助和服务, 例如盲文、大字版、音频及其他可访问格式的文件。这些服务是免费的。如果您有听力障碍, 请使用文字电话 (TTY) 设备联系 760-940-5758。

RUSSIAN: Если вам нужна помощь на предпочитаемом языке, пожалуйста, позвоните по номеру 760-940-3151 или посетите офис Sharp Tri-City Patient Access Services по адресу 4002 Vista Way, Oceanside, CA 92123. Офис работает с понедельника по пятницу с 8:00 до 16:30 и может предоставить помощь и услуги для людей с ограниченными возможностями, такие как документы в шрифте Брайля, крупным шрифтом, аудио и других доступных форматах. Эти услуги предоставляются бесплатно. Если у вас проблемы со слухом, свяжитесь с нами через телетайп (TTY) по телефону 760-940-5758.

SAMOAN: Afai e te mana'omia se fesoasoani i lau gagana e te fiafia i ai, fa'amolemole vala'au le 760-940-3151, po'o le asiasi i le ofisa o Sharp Tri-City Patient Access Services i le 4002 Vista Way, Oceanside, CA 92123. Tatala le ofisa mai Aso Gafua seia oo i le Aso Faraile, mai le 8 i le taeao seia oo i le 4:30 i le afiafi, ma e mafai ona ofoina fesoasoani ma tautua mo tagata e iai mea lilo, e pei o tusitusiga i le Braille, lomiga tetele, leo ma isi ituaiga faigofie ona maua. E leai se totogi aua e sa'o aua. Afai e te lē mafai ona fa'aalia lelei le fa'alogos, fa'afeso'ota'i mai i le masini teletypewriter (TTY) i le 760-940-5758.

ARABIC: إذا كنت بحاجة إلى مساعدة بلغتك المفضلة، يرجى الاتصال بالرقم 760-940-3151، أو زيارة مكتب خدمات وصول المرضى في شارب تري-سيتي في 4002 فيستا واي، أوشنسايد، كاليفورنيا 92123. المكتب مفتوح من الإثنين إلى الجمعة، من الساعة 8 صباحًا حتى 4:30 مساءً، ويمكنه تقديم وسائل ومساعدات للأشخاص ذوي الإعاقة، مثل المستندات بطريقة برايل، والطباعة الكبيرة، والصوتية، وغيرها من الصيغ المتاحة. هذه الخدمات مجانية. إذا كنت تعاني من ضعف السمع، يمكنك التواصل معنا باستخدام جهاز الكتابة النصية على الرقم 760-940-5758 (TTY).

GERMAN: Wenn Sie Hilfe in Ihrer bevorzugten Sprache benötigen, rufen Sie bitte 760-940-3151 an oder besuchen Sie das Sharp Tri-City Patient Access Services Büro unter 4002 Vista Way, Oceanside, CA 92123. Das Büro ist von Montag bis Freitag von 8:00 bis 16:30 Uhr geöffnet und kann Hilfsmittel und Dienstleistungen für Menschen mit Behinderungen bereitstellen, wie Dokumente in Blindenschrift, Großdruck, Audio und andere barrierefreie Formate. Diese Dienstleistungen sind kostenlos. Wenn Sie hörgeschädigt sind, kontaktieren Sie uns bitte über ein Teletypengerät (TTY) unter 760-940-5758.

JAPANESE: もし希望する言語でサポートが必要な場合は、760-940-3151にお電話いただくか、またはSharp Tri-City Patient Access Servicesのオフィス（4002 Vista Way, Oceanside, CA 92123）にお越してください。オフィスは月曜日から金曜日の午前8時から午後4時30分まで営業しており、点字や大きな文字、音声、その他アクセシブルな形式の書類など、障害を持つ方への支援やサービスを提供しています。これらのサービスは無料です。聴覚に障害のある方は、テレタイプライター（TTY）で760-940-5758までご連絡ください。

KOREAN: 선호하는 언어로 도움이 필요하시면 760-940-3151로 전화하시거나, Sharp Tri-City 환자 접수 서비스 사무실(주소: 4002 Vista Way, Oceanside, CA 92123)을 방문해주세요. 사무실은 월요일부터 금요일까지 오전 8시부터 오후 4시 30분까지 운영되며, 점자 문서, 큰 글씨, 오디오 및 기타 접근 가능한 형식과 같은 장애인을 위한 지원과 서비스를 제공합니다. 이 서비스는 무료입니다. 청각 장애가 있으신 경우, 760-940-5758 TTY 기기를 사용하여 연락하실 수 있습니다.

PORTUGUESE: Se precisar de ajuda na sua língua preferida, por favor ligue para 760-940-3151, ou visite o escritório de Serviços de Acesso ao Paciente Sharp Tri-City em 4002 Vista Way, Oceanside, CA 92123. O escritório está aberto de segunda a sexta-feira, das 8h às 16h30, e pode fornecer auxílios e serviços para pessoas com deficiência, como documentos em Braille, impressão em letra grande, áudio e outros formatos acessíveis. Estes serviços são gratuitos. Se tiver deficiência auditiva, contacte-nos através de um dispositivo teletipo (TTY) pelo 760-940-5758.

UKRAINIAN: Якщо вам потрібна допомога рідною мовою, будь ласка, зателефонуйте за номером 760-940-3151 або завітайте до офісу служб доступу пацієнтів Sharp Tri-City за адресою 4002 Vista Way, Oceanside, CA 92123. Офіс працює з понеділка по п'ятницю з 8:00 до 16:30 та може надати допоміжні засоби та послуги для людей з інвалідністю, такі як документи шрифтом Брайля, великим шрифтом, аудіо та в інших доступних форматах. Ці послуги безкоштовні. Якщо у вас проблеми зі слухом, зв'яжіться з нами за допомогою телефону для глухих (TTY) за номером 760-940-5758.[eos]