



COLLEGE HOSPITAL COSTA MESA

PATIENT FINANCIAL DISCHARGE NOTICE

PATIENT FINANCIAL LIABILITY

Upon admission, insurance benefits will be verified. We request that all insurance information be provided to College Hospital to ensure proper billing. Patient liability is determined by your insurance company. We encourage all patients and/or guarantors to contact their individual insurance plans. Once benefits are obtained a quote can be estimated for the deductible and coinsurance amounts due. If insurance benefits are determined to be terminated, you will be notified of your financial responsibility and a deposit will be requested based on your estimated length of stay. If no insurance benefits are available, the discounted private pay rates are as follows:

Inpatient:	\$985.00 per day
Partial Hospitalization:	\$240.00 per day
Detox:	\$850.00 per day
ECT:	\$950.00 per ECT

Shoppable Services may be viewed on our website www.chc.la

NOTIFICATION OF PATIENT LIABILITY

Patients with no insurance coverage may apply for Medi-Cal Presumptive Eligibility. You are encouraged to inquire with your admitting representative and/or social worker regarding the application process.

To request a quote of the estimated amount due, prior to discharge, please contact the Patient Financial Representative at (562) 904-3998.

Once payment is received by your insurance company, and an amount is determined to be your patient liability, you will be notified by mail and/or telephone.

We strongly encourage our patients to verify that their address and telephone number on file are accurate.

Mission

College Hospital Costa Mesa strives to provide a continuum of superior patient-focused, medical, surgical, and behavioral health services in an efficient manner to meet the needs of our community.

Vision

College Hospital Costa Mesa, in recognition of its Mission, will strive to be a respected health care provider, recognized for excellence and exceptional service.

**COLLEGE HOSPITAL
COSTA MESA**

**301 VICTORIA STREET
COSTA MESA, CA 92627
PHONE: 949-642-2734
FAX: 949-574-3320**

OPTIONS FOR PAYMENT

It is the policy of College Hospital to collect payment in full for your patient liability; however, we understand that some patients and/or guarantors may not be able to pay the amount in full at the time of admission. As such, interest free payments may be made over time, not to exceed a twelve (12) month period.

Collection procedures at College Hospital include, but are not limited to, three (3) letters, monthly statements, and collection phone calls. If no contact is made with your Patient Financial Representative the account will be forwarded to our collection agency, California Business Bureau Inc.

College Hospital provides a quick pay discount. If payment in full is received, we will administratively discount your account by 10%.

College Hospital also provides our patients the option to qualify for Charity Care. The Charity Care qualifications are based on the Federal Poverty Level (FPL) guidelines and are contingent upon the completion of the required documentation. If your income meets the established percentages above the FPL, you may qualify for a portion of your portion due to be written off / discounted. You may view our Charity Care policy and application, at our website www.chc.la

College Hospital encourages patients and/or guarantors to contact your Patient Financial Representative at **(562) 904-3998** for any questions or concerns.

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.

Cal. Code Regs. Tit. 22, § 96051.3

Note: Authority cited: Section 127010, Health and Safety Code. Reference: Sections 127405 and 127410, Health and Safety Code.



Covered California is the new online "marketplace" that will make it simple and affordable to purchase quality health insurance and get financial assistance to help pay for it.



There are organizations that can help with understanding billing and payment processes. For free assistance over-the-phone or in-person, visit the Health Consumer Alliance (HCA) at:

<https://healthconsumer.org>

Language Assistance

English: ATTENTION: If you need help in your language, please call (949) 574-3607 or visit any College Hospital location. Interpretation services are available 24/7. Aids and services for people with disabilities, like documents in braille, large print, audio, and other accessible electronic formats are also available. TTY phones are also accessible. These services are free.

Spanish: ATENCIÓN: Si necesita ayuda en su idioma, por favor llame al (949) 574-3607 o visite cualquier ubicación de College Hospital. Los servicios de interpretación están disponibles las 24 horas, los 7 días de la semana. También se encuentran disponibles ayudas y servicios para personas con discapacidades, como documentos en braille, letra grande, audio y otros formatos electrónicos accesibles. También se puede acceder a teléfonos TTY. Estos servicios son gratuitos.

Korean: 주의: 귀하의 언어로 도움이 필요하시면 (949) 574-3607로 전화하시거나 대학 병원을 방문하십시오. 통역 서비스는 연중무휴 24시간 이용 가능합니다. 점자, 큰 활자, 오디오 및 기타 접근 가능한 전자 형식의 문서와 같은 장애인을 위한 지원 및 서비스도 제공됩니다. TTY 전화에도 액세스할 수 있습니다. 이러한 서비스는 무료입니다.

Vietnamese: LƯU Ý: Nếu bạn cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi (949) 574-3607 hoặc đến bất kỳ địa điểm nào của Bệnh viện Đại học. Dịch vụ thông dịch được cung cấp 24/7. Hỗ trợ và dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi, chữ in lớn, âm thanh và các định dạng điện tử dễ tiếp cận khác cũng có sẵn. Điện thoại TTY cũng có thể truy cập được. Những dịch vụ này là miễn phí.
