



COLLEGE HOSPITAL PARTIAL HOSPITALIZATION PROGRAM

PATIENT FINANCIAL INFORMATION

Mission

It is the mission of College Hospital to provide a continuum of superior psychiatric healthcare service in a cost efficient manner, to meet the needs of our patients, community, professional staff, and payors throughout Los Angeles and Orange Counties.

Vision

College Hospital Cerritos will be the leading provider for clients of most ages, and be the center of excellence for crisis stabilization in Los Angeles and Orange Counties.

PATIENT FINANCIAL LIABILITY

Prior to admission to our partial hospitalization program, insurance benefits will be verified based on the information that is provided by the patient and/or guarantor. 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 the insurance verification of benefits is completed, the Patient Accounting Department can quote an estimated amount due prior to admission. Deductible and Coinsurance amounts due will be based on the benefits quoted. If insurance benefits are determined to be terminated, you may admit as a private pay client, and a deposit will be requested based on your estimated length of stay. If no insurance benefits are available, the discounted private pay rate is as follows: Partial Hospitalization: \$240.00 per day

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

NOTIFICATION OF PATIENT LIABILITY

To request a quote of the estimated amount due, prior to receiving your monthly statement, 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.

COLLEGE HOSPITAL PHP PROGRAMS

ALHAMBRA

ANAHEIM

CERRITOS

SANTA ANA

SIGNAL HILL

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 each month. As such, interest free payments may be made over time, not to exceed a twelve (12) month period.

If a Financial Agreement is not established prior to discharge with your Patient Admitting Representative, your account will be processed per our collection procedures.

Collection procedures at College Hospital include, but are not limited to, two (2) 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 administrative-ly discount your account by 10%. Please notify your Patient Financial Representative of your intent to make payment in full at **(562) 904-3998**.

College Hospital also provides our patients the option to qualify for Charity Care. The Charity Care qualifications are based on the Federal Poverty Level guidelines and are contingent upon the completion of the required documentation. 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.



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>