



Mammoth Hospital Financial Assistance Plain Language Summary

FINANCIAL ASSISTANCE – Mammoth Hospital realizes that hospital care can be expensive. To help meet the needs of low-income, uninsured and underinsured patients, Mammoth Hospital has a financial assistance program for full charity or discounted care to assist eligible patients who do not have the financial ability to pay their medical bills.

ELIGIBILITY- Based on current Federal Poverty guidelines, you may qualify for free or discounted care. If you are uninsured or underinsured with a family income at or below 200% of the Federal Poverty Level, you may be eligible to receive charity care financial assistance, i.e., hospital services at no cost to you. If you are uninsured or underinsured with a family income from 201% to 450% of the Federal Poverty Level, you may be eligible to receive discounted care, i.e., where your payment is reduced but is not more than the higher of the Medicare or Medi-Cal rate. To qualify, patients must meet the eligibility criteria outlined in the Financial Assistance Policy and complete a free Financial Assistance Application.

HOW TO APPLY – In order to determine your eligibility for financial assistance, you will need to complete the free Financial Assistance Application and provide additional supporting documents.

The Financial Assistance Policy, the Billing and Collection Policy and the Financial Assistance Application can be found at <https://mammothhospital.org/home/patients-visitors/help-paying-your-bill/>. Additionally, the Financial Assistance Application can be accessed in person at the Mammoth Hospital Patient Financial Counselor's office, or by mail if requested by calling (760) 924-4148 or (800) 753-0414.

You may submit your Financial Assistance Application by email at: Billing@MammothHospital.com, in-person, or by mail to the Patient Financial Services Office at:

Patient Financial Services at Mammoth Hospital
85 Sierra Park Road, PO BOX 660
Mammoth Lakes, CA 93546

You can request help with your bill or with the application by visiting Patient Financial Services in person or by calling (760) 924-4148 or (800) 753-0414. Our office is open Monday through Friday from 8:00 am to 4:00 pm (except holidays).

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

You can find a list of federally mandated shoppable services and charges offered by our hospital on our price transparency page at <https://www.patientsimple.com/mammothhospital/estimates> (under our Help Paying Your Bill tab at: <https://mammothhospital.org/home/patients-visitors/help-paying-your-bill/>).

GOVERNMENT ASSISTANCE PROGRAM - Various government assistance programs provide health coverage for individuals with financial need, including Medi-Cal and the Covered California exchange.

For patients that are California residents, you may be eligible for health coverage through Covered California or Medi-Cal Presumptive Eligibility. For information, visit the Covered California website at: www.coveredca.com or call our Financial Counseling Office at (760) 924-4148

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.

HELP IN YOUR LANGUAGE - If you need help in your language, please call (760) 924-4148 or visit Patient Financial Services office. The office is open 8 a.m. – 4 p.m. and located at 85 Sierra Park Road, Mammoth Lakes, CA 93546. Aids and services for people with disabilities, like documents in braille, large print, audio, and other accessible electronic formats are also available. These services are free.

ATTENTION: If you need help in your language, please call (760) 924-4148 or visit the Patient Financial Services office. The office is open Monday through Friday from 8:00 am to 4:00 pm, and is located at 85 Sierra Park Road, Mammoth Lakes, CA. Aids and services for people with disabilities, like documents in braille, large print, audio, and other accessible electronic formats are also available. These services are free.

Spanish: ATENCIÓN: Si necesita ayuda en su idioma, por favor llame al (760) 924-4148 o visite la oficina de Servicios Financieros para Pacientes. La oficina está abierta de lunes a viernes de 8:00 am a 4:00 pm, y está ubicada en 85 Sierra Park Road, Mammoth Lakes, CA. También están disponibles ayudas y servicios para personas con discapacidades, como documentos en braille, impresión grande, audio y otros formatos electrónicos accesibles. Estos servicios son gratuitos.

Chinese: 注意：如果您需要以您的语言获取帮助，请拨打(760) 924-4148 或访问患者财务服务办公室。办公时间为周一至周五，上午8:00至下午4:00，地址为85 Sierra Park Road, Mammoth Lakes, CA。我们也提供给残障人士的各种服务和帮助，如盲文文件、大字印刷、音频及其他易于获取的电子格式。这些服务都是免费的。

Vietnamese: CHÚ Ý: Nếu bạn cần giúp đỡ bằng ngôn ngữ của mình, vui lòng gọi số (760) 924-4148 hoặc đến văn phòng Dịch vụ Tài chính cho Bệnh nhân. Văn phòng mở cửa từ thứ Hai đến thứ Sáu từ 8:00 sáng đến 4:00 chiều, địa chỉ 85 Sierra Park Road, Mammoth Lakes, CA. Chúng tôi cũng cung cấp các dịch vụ hỗ trợ cho người khuyết tật như tài liệu bằng chữ nổi, in chữ to, âm thanh và các định dạng điện tử khác để tiếp cận. Những dịch vụ này là miễn phí.

Tagalog: PAALALA: Kung kailangan mo ng tulong sa iyong wika, mangyaring tumawag sa (760) 924-4148 o bumisita sa tanggapan ng Serbisyong Pinansyal para sa mga Pasyente. Buka ang opisina Lunes hanggang Biyernes mula 8:00 am hanggang 4:00 pm, at matatagpuan 85 Sierra Park Road, Mammoth Lakes, CA. Mayroon din kaming mga serbisyong handog para sa mga taong may kapansanan, tulad ng mga dokumento sa braille, malalaking letra, audio, at iba pang mga accessible na format ng elektronik. Libre ang mga serbisyong ito.

Korean: 주의: 귀하의 언어로 도움이 필요하시면 (760) 924-4148 로 전화하거나 환자 금융 서비스 사무실을 방문해 주십시오. 사무실 운영 시간은 월요일부터 금요일까지 오전 8:00부터 오후 4:00까지이며, 주소는 85 Sierra Park Road, Mammoth Lakes, CA 입니다.

점자, 큰 글씨, 오디오 및 기타 접근 가능한 전자 형식과 같은 장애인을 위한 지원 서비스도 제공됩니다. 이 서비스는 무료입니다.

Armenian: ՈւՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ անհրաժեշտ է օգնություն Ձեր լեզվով, խնդրում ենք զանգահարել (760) 924-4148 կամ այցելել Հիվանդների Ֆինանսական Ծառայությունների գրասենյակ: Գրասենյակը բաց է երկուշաբթիից ուրբաթ, ժամը 8:00-ից մինչև 16:00, և գտնվում է հետևյալ հասցեում՝ 85 Sierra Park Road, Mammoth Lakes, CA: Հաշմանդամություն ունեցող մարդկանց համար հասանելի են նաև օժանդակություններ և ծառայություններ, ինչպես օրինակ՝ փաստաթղթեր բրայլով, մեծ տառաչափով, աուդիո ձևաչափով և այլ հասանելի էլեկտրոնային ձևաչափերով: Այս ծառայությունները անվճար են:

Persian: توجه: اگر به کمک به زبان خود نیاز دارید، لطفاً با شماره 0 4148-924 (760)650-832 تماس بگیرید یا به دفتر خدمات مالی بیماران مراجعه کنید. این دفتر از دوشنبه تا جمعه از ساعت 8:00 صبح تا 4:00 واقع شده است. کمکها و Sierra Park Road, Mammoth Lakes, CA بعدازظهر باز است و در آدرس 85 خدمات برای افراد دارای معلولیت، مانند اسناد به خط بریل، چاپ بزرگ، صوتی و سایر فرمت‌های الکترونیکی قابل دسترس نیز موجود است. این خدمات رایگان هستند.

Russian: ВНИМАНИЕ: Если вам нужна помощь на вашем языке, пожалуйста, позвоните по номеру (760) 924-4148 или посетите офис Финансовых Услуг для Пациентов. Офис открыт с понедельника по пятницу с 8:00 до 16:00 и находится по адресу: 85 Sierra Park Road, Mammoth Lakes, CA. Также доступны вспомогательные средства и услуги для людей с ограниченными возможностями, такие как документы на шрифте Брайля, крупным шрифтом, аудио и других доступных электронных форматах. Эти услуги предоставляются бесплатно.

Japanese: 注意: ご自身の言語でサポートが必要な場合は、(760) 924-4148 にお電話いただくか、患者金融サービスオフィスにお越しく下さい。オフィスは月曜日から金曜日の午前8時から午後4時00分まで開いており、住所は85 Sierra Park Road, Mammoth Lakes, CAです。点字、大活字、音声、その他のアクセシブルな電子フォーマットの文書など、障害のある方のための支援とサービスも利用できます。これらのサービスは無料です。

Arabic: انتباه: إذا كنت بحاجة إلى المساعدة بلغتك، يرجى الاتصال على الرقم (760)- 4148-924 -أو زيارة مكتب خدمات المالية للمرضى. المكتب مفتوح من الاثنين إلى الجمعة من الساعة 8:00 صباحاً حتى 4:00 مساءً، ويقع في 85 Sierra Park Road, Mammoth Lakes, CA. مثل أيضاً المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل الوثائق بطريقة بريل، والطباعة الكبيرة، والصوتية، وغيرها من التنسيقات الإلكترونية المتاحة. هذه الخدمات مجانية.

Punjabi: ਧਿਆਨ ਦਿਓ: ਜੇਕਰ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ (760) 924-4148 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ ਪੇਸ਼ੇਂਟ ਫਾਇਨੈਂਸ਼ਿਅਲ ਸੇਵਾਵਾਂ ਦੇ ਦਫ਼ਤਰ 'ਤੇ ਜਾਓ। ਦਫ਼ਤਰ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ ਸਵੇਰੇ 8:00 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 4:00 ਵਜੇ ਤੱਕ ਖੁੱਲ੍ਹਾ ਰਹਿੰਦਾ ਹੈ, ਅਤੇ ਇਹ 85 Sierra Park Road, Mammoth Lakes, CA 'ਤੇ ਸਥਿਤ ਹੈ। ਵਿਸ਼ੇਸ਼ ਜਰਰਤਾਂ ਵਾਲੇ ਲੋਕਾਂ ਲਈ ਬ੍ਰੇਲ, ਛੋਟੇ ਅੱਖਰਾਂ, ਆਡੀਓ, ਅਤੇ ਹੋਰ ਸੁਲਭ ਇਲੈਕਟ੍ਰਾਨਿਕ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਦਸਤਾਵੇਜ਼ਾਂ ਰਗੀਆਂ ਸਹਾਇਕ ਸੇਵਾਵਾਂ ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫ਼ਤ ਹਨ।

Cambodian (Khmer): ប្រយ័ត្ន: ប្រសិនបើអ្នកត្រូវការជំនួយជាភាសារបស់អ្នកសូមទាក់ទងទៅកាន់លេខ (760) 924-4148
ឬអញ្ជើញមកការិយាល័យសេវាកម្មហិរញ្ញវត្ថុអ្នកជំងឺ។ ការិយាល័យបើកពីថ្ងៃច័ន្ទដល់ថ្ងៃសុក្រ ចាប់ពី " ង 8:00 ព្រឹក ដល់ " ង 4:00 ល្ងាច និងមានទីតាំងនៅ 85 Sierra Park Road, Mammoth Lakes, CA,។ ឧបករណ៍ជំនួយ និងសេវាកម្មសម្រាប់មនុស្សជាអ្នកមានពិការភាព ដូចជា ឯកសារជាភាសាប្រែលំអក្សរធំ សំឡេង និងទម្រង់អេឡិចត្រូនិកផ្សេងទៀតក៏អាចប្រើបានផងដែរ។ សេវាកម្មទាំងនេះគឺឥតគិតថ្លៃ។

Hmong: CEEB TOOM: Yog tias koj xav tau kev pab hauv koj hom lus, thov hu rau (760) 924-4148 los sis mus ntsib Lub Chaw Pab Nyiaj Rau Cov Neeg Mob. Lub chaw ua hauj lwm qhib txij hnuv Monday txog Friday thaum 8:00 teev sawv ntxov txog 4:00 teev tsaus ntu, thiab nyob rau ntawm 85 Sierra Park Road, Mammoth Lakes, CA. Cov cuab yeej thiab kev pab rau cov neeg xiam oob khab, xws li cov ntaub ntawv hauv ntawv Braille, ntawv loj, suab lus, thiab lwm yam hom ntawv hluav taws xob kom yooj yim nkag mus tau kuj muaj thiab. Cov kev pab no yog pub dawb.

Hindi: ध्यान दें: अगर आपको अपनी भाषा में मदद की जरूरत है, तो कृपया (760) 924-4148 पर कॉल करें या पेशेंट फाइनेंशियल सेवाओं के कार्यालय में जाएं। कार्यालय सोमवार से शुक्रवार तक सुबह 8:00 बजे से शाम 4:00 बजे तक खुला रहता है, और यह 85 Sierra Park Road, Mammoth Lakes, CA पर स्थित है। विकलांगता वाले लोगों के लिए सहायक सेवाएं भी उपलब्ध हैं, जैसे ब्रेल, बड़े अक्षर, ऑडियो, और अन्य पहुँचने वाले इलेक्ट्रॉनिक प्रारूप। ये सेवाएं मुफ्त हैं।

Thai: โปรดทราบ: หากคุณต้องการความช่วยเหลือในภาษาของคุณ กรุณาโทร (760) 924-4148 หรือเข้ารับบริการที่สำนักงานบริการการเงินสำหรับผู้ป่วย สำนักงานเปิดให้บริการวันจันทร์ถึงศุกร์ เวลา 8:00 น. ถึง 16:00 น. และตั้งอยู่ที่ 85 Sierra Park Road, Mammoth Lakes, CA บริการช่วยเหลือและบริการสำหรับผู้พิการ เช่น เอกสารเป็นภาษาเบรลล์ พิมพ์ใหญ่ เสียง และรูปแบบอิเล็กทรอนิกส์ที่สามารถเข้าถึงได้ก็มีให้บริการฟรี