



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 100 PMB 700
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.