



## **HELP PAYING YOUR BILL**

If you cannot pay your bill in full, Watsonville Community Hospital may be able to help. You may qualify for charity care (free care) or discounted payment (reduced but not free care). For more information or to apply, ask for a copy of our financial assistance policy and application. You can also call (831) 761-5689 or visit [www.watsonvillehospital.com](http://www.watsonvillehospital.com).

### **Medi-Cal Presumptive Eligibility**

WCH participates in the Medi-Cal presumptive eligibility program. If you may qualify, a hospital staff member can help you apply during your visit. Medi-Cal presumptive eligibility may provide temporary coverage for up to 60 days based on the income you report.

### **Other Resources**

There are free consumer advocacy organizations that will help you understand the billing and payment process. They can also provide information about Covered California and Medi-Cal presumptive eligibility. You may call the Health Consumer Alliance at (888) 804-3536 or go to <https://healthconsumer.org/> for more information.

### **Summary of Financial Assistance**

Thank you for choosing Pajaro Valley Health Care District Hospital Corporation dba Watsonville Community Hospital (WCH). WCH is committed to serving the health care needs of the community by providing financial assistance to patients and their families that qualify. WCH's financial assistance policy describes the financial assistance programs available to uninsured or underinsured. This summary is designed to help patients understand the policy.

### **Uninsured Patient**

An uninsured patient is someone who does not have any healthcare coverage or has exceeded the benefit cap for coverage prior to the service or cannot be reimbursed by anyone else for their health care bills.

### **Underinsured Patient**

An underinsured patient is someone who has healthcare coverage but is left with high medical costs.

### **Charity Care**

If you are uninsured or underinsured with a family income at or below 250% of the federal poverty level, you may be eligible to receive medically necessary hospital services at no cost to you. Under California law, "charity care" means free care.



## **Discounted Payment**

If you are uninsured or underinsured and your annual family income is above 250% and up to 400% of the federal poverty level, you may qualify for discounted payment. Under California law, "discounted payment" is a charge for care that is reduced but not free.

If you qualify, you will not be charged more than what Medicare or Medi-Cal would pay for the same services - whichever is greater. Patients and their families who qualify for WCH's financial assistance will never pay more than this discounted amount for emergency or medically necessary care.

## **Application Assistance**

You can ask for help with your bill at any time during your visit or billing process. Our financial counselors are available to answer questions, provide information about this program and help guide patients through the application process. During the application process, you will be asked for the number of people in your family and your monthly income. Income includes things like wages, unemployment, Social Security, retirement income, and child support. You will not be asked about savings or property, because eligibility is based only on income.

## **Payment Plans**

If you qualify for financial assistance and cannot pay your bill all at once, you may request an interest-free extended payment plan for up to 36 months. WCH will work with you to negotiate a monthly payment amount based on your family income and essential living expenses.

If you and WCH cannot agree on a plan, WCH will offer a reasonable payment plan, which means your monthly payment will not be more than 10% of your monthly income (after subtracting basic living expenses).

## **When to Apply**

You can apply for financial assistance at any time, even after you have received your bill. As long as you include proof of income - such as recent pay stubs or a recent tax return - we will review your application. There is no deadline to apply for financial assistance.

## **Where to Get a Copy of the Financial Assistance Policy**

Free copies of WCH's financial assistance policy and financial assistance application forms are available online, at the registration desk areas, at the Emergency Department, and at WCH's financial counseling office. You can also call and request that a copy be mailed to you. Please see the information below.

Online at [www.watsonvillehospital.com](http://www.watsonvillehospital.com)

Telephone: (831) 761-5689, Financial Counseling Office



**Mail a request to:** Financial Counseling Office, 75 Nielson Street, Watsonville, CA 95076

## **Translations**

WCH's financial assistance policy and application forms will be translated to Spanish and any other language deemed necessary to address the need of our community.

## **Shoppable Services Information**

A list of commonly used services and their prices is available at:

[https://www.yourcareeverywhere.com/content/medhost/your-care-everywhere/pricing-estimator-page.html?facility\\_id=e21d6544-b3b7-44c8-8df0-60cd8284ed13](https://www.yourcareeverywhere.com/content/medhost/your-care-everywhere/pricing-estimator-page.html?facility_id=e21d6544-b3b7-44c8-8df0-60cd8284ed13).

## **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](http://HospitalBillComplaintProgram.hcai.ca.gov) for more information and to file a complaint.

## **Collections**

WCH will make reasonable collection efforts to obtain payment from patients. General collection activities may include issuing patient statements, phone calls, and referral of unpaid accounts to a collection agency. Bills that are not paid 180 days after the first billing date may be placed with a collection agency. WCH and its collection agency will not engage in any extraordinary collection actions, including reporting to consumer credit agencies, consistent with WCH's billing and collections policy and California law.

## **Language Assistance and Accessibility**

### **ATTENTION:**

**English:** If you need help in your language, please call a patient financial counselor at (831) 761-5689 or visit our Financial Counseling Office. The office is open Monday - Friday, 8:00 a.m. - 4:30 p.m., and located at 75 Nielson Street, Watsonville, CA 95076. 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, llame al (831)761-5689 o visite Asesoramiento Financiero. La oficina está abierta de lunes a viernes, de 8:00 a.m. a 4:30 p.m., ubicada en 75 NIELSON STREET WATSONVILLE CA 95076-2468. También están disponibles ayudas y servicios para personas con discapacidades, como documentos en braille, letra grande, audio y otros formatos electrónicos accesibles. Estos servicios son gratuitos.



**Chinese:** 注意：如果您需要語言說明，請致電 (831)761-5689 或訪問財務諮詢。辦公室開放時間為週一至週五上午 8:00 至下午 4:30，位址為 10833 Valley View Blvd. WATSONVILLE, California 95076-2468。還為殘障人士提供輔助工具和服務，如盲文、大字體、音訊和其他無障礙電子格式的文檔。這些服務是免費的。

**Tagalog (Filipino):** Attention: Kung kailangan mo ng tulong sa iyong wika, tumawag lamang sa (831)761-5689 o bumisita sa Financial Counseling. Bukas ang tanggapan mula Lunes hanggang Biyernes, 8:00am hanggang 4:30pm, na matatagpuan sa 75 NIELSON STREET WATSONVILLE CA 95076-2468. Ang mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille, malaking print, audio, at iba pang mga naa access na mga format ng elektroniko ay magagamit din. Ang mga serbisyong ito ay libre.

**Vietnamese:** Chú ý: Nếu bạn cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi (831)761-5689 hoặc truy cập Tư vấn Tài chính. Văn phòng mở cửa từ Thứ Hai đến Thứ Sáu, 8:00 sáng đến 4:30 chiều, tọa lạc tại 75 NIELSON STREET WATSONVILLE CA 95076-2468. Hỗ trợ và dịch vụ cho người khuyết tật, như tài liệu bằng chữ nổi, bản in lớn, âm thanh và các định dạng điện tử có thể truy cập khác cũng có sẵn. Các dịch vụ này là miễn phí.

**Korean:** 주의: 귀하의 언어로 도움이 필요하면 (831)761-5689로 전화하거나 재정 상담을 방문하십시오. 사무실은 월요일부터 금요일까지 오전 8:00부터 오후 4:30까지 운영되며 주소는 75 NIELSON STREET WATSONVILLE CA 95076-2468입니다. 점자, 큰 활자, 오디오 및 기타 접근 가능한 전자 형식으로 된 문서와 같은 장애인을 위한 보조 도구 및 서비스도 제공됩니다. 이러한 서비스는 무료입니다.

**Hindi:** नोट: यदि आपको अपनी भाषा में सहायता की आवश्यकता है, तो कृपया (831)761-5689 पर कॉल करें या वित्तीय परामर्श पर जाएँ। कार्यालय सोमवार से शुक्रवार, सुबह 8:00 बजे से शाम 4:30 बजे तक खुला रहता है, जो 75 नीलसन स्ट्रीट वॉटसनविले सीए 95076-2468 पर स्थित है। विकलांग लोगों के लिए सहायता और सेवाएँ, जैसे ब्रेल, बड़े प्रिंट, ऑडियो और अन्य सुलभ इलेक्ट्रॉनिक प्रारूप में दस्तावेज़ भी उपलब्ध हैं। ये सेवाएँ निःशुल्क हैं।

**Farsi:** توجه: اگر به زبان خود به کمک نیاز دارید، لطفاً با شماره (831) 5689-761 تماس بگیرید یا از مشاوره مالی کالیفرنیا، Nielson St Watsonville، واقع در 75 am 4:30pm بازدید کنید. دفتر دوشنبه تا جمعه، 8:00 باز است. کمک ها و خدمات برای افراد معلول، مانند اسناد بریل، چاپ بزرگ، صوتی و سایر فرمت های 95076-2468 الکترونیکی قابل دسترس نیز در دسترس هستند. این خدمات رایگان هستند.



**Arabic:** ملاحظة: إذا كنت بحاجة إلى مساعدة في لغتك، يرجى الاتصال بالرقم (831)761-5689 أو زيارة الاستشارات المالية. المكتب مفتوح من الاثنين إلى الجمعة، من الساعة 8:00 صباحًا حتى 4:30 مساءً، ويقع في 15 Nielson St Watsonville, CA 95076-2468. تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل 95076-2468 Nielson St Watsonville, CA. مستندات برايل والطباعة الكبيرة والصوت وغيرها من التنسيقات الإلكترونية التي يمكن الوصول إليها. هذه الخدمات مجانية.

**Russian:** Внимание: Если вам нужна помощь на вашем языке, позвоните по телефону (831)761-5689 или посетите сайт Financial Counseling. Офис открыт с понедельника по пятницу с 8:00 до 16:30 по адресу: 75 NIELSON STREET WATSONVILLE CA 95076-2468. Также доступны вспомогательные средства и услуги для людей с ограниченными возможностями, такие как документы со шрифтом Брайля, крупным шрифтом, аудио и другие доступные электронные форматы. Эти услуги бесплатны.

**Armenian:** Ուշադրություն: Եթե Ձեր լեզվով օգնության կարիք կա, խնդրում ենք զանգահարել (831)761-5689 կամ այցելել Ֆինանսական խորհրդատվություն: Գրասենյակը բաց է երկուշաբթիից ուրբաթ, ժամը 08:00-14:30, տեղակայված է 75 NIELSON STREET WATSONVILLE CA 95076-2468 հասցեում: Հասանելի են նաև հաշմանդամություն ունեցող անձանց համար նախատեսված սարքեր եւ ծառայություններ, ինչպես բրեյլիով գտնվող փաստաթղթերը, մեծ տպաքանակը, աուդիո եւ այլ հասանելի էլեկտրոնային ձևաչափերը: Այս ծառայությունները անվճար են:

**Hmong Daw:** Xim: Yog hais tias koj xav tau kev pab hauv koj hom lus, thov hu rau (831)761-5689 los yog mus xyuas nyiaj txiag Counseling. Qhov chaw ua hauj lwm yog qhib hnuv Monday txog friday, 8:00 am rau 4:30 pm, nyob ntawm 75 NIELSON STREET WATSONVILLE CA 95076-2468. Aids thiab kev pab rau cov neeg uas muaj mob xiam oob qhab, xws li cov ntaub ntawv nyob rau hauv braille, loj print, audio, thiab lwm yam kev siv electronic formats kuj muaj. Cov kev pab no yog pub dawb xwb.

**Japanese:** 注意:あなたの言語で助けが必要な場合は、(831)761-5689に電話するか、ファイナンシャルカウンセリングにアクセスしてください。 オフィスは月曜日から金曜日の午前8:00から午後4:30まで営業しており、住所は75 NIELSON STREET WATSONVILLE CA 95076-2468です。 点字、大活字、音声、その他のアクセシブルな電子形式の文書など、障害を持つ人々のための支援やサービスも利用できます。これらのサービスは無料です。

**Punjabi:** ਅੰਗਰੇਜ਼ੀ: ਧਿਆਨ ਦਿਓ: ਜੇਕਰ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ (831)761-5689 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ ਵਿੱਤੀ ਸਲਾਹ 'ਤੇ ਜਾਓ। ਦਫਤਰ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ, ਸਵੇਰੇ 8:00 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 4:30 ਵਜੇ ਤੱਕ ਖੁੱਲ੍ਹਾ ਰਹਿੰਦਾ ਹੈ, ਜੋ ਕਿ 75 ਨੀਲਸਨ ਸਟ੍ਰੀਟ 'ਟਸਨਵਿਲ ਸੀਏ 95076-2468 'ਤੇ ਸਥਿਤ ਹੈ। ਅਸਮਰਥਤਾਵਾਂ ਲੇ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾ 'ਤੇ, ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਭੇ ਪ੍ਰਿੰਟ, ਆਡੀਓ, ਅਤੇ ਹੋਰ ਪਹੁੰਚਯੋਗ ਇਲੈਕਟ੍ਰਾਨਿਕ ਫਾਰਮੈਟ ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

