

Financial Assistance Program Plain Language Summary

Overview: UC San Diego Health strives to provide quality patient care and high standards for the communities we serve. This policy demonstrates UCSDH's commitment to our mission and vision by helping to meet the needs of the low income, uninsured patients and the underinsured patients in our community.

UCSDH Financial Assistance Program (Charity Care)

The Financial Assistance Program, also known as Charity Care, offers emergency and other medically necessary services at low or no cost to the patient. A discount rate is applied automatically at the time of billing to uninsured individuals.

Determination of Eligibility for the Financial Assistance Program is made based on review of a completed Financial Screening Form and supporting documents, including proof of income, assets, and liabilities. Generally patients with family income at or below 400% of the Federal Poverty Level will be eligible for a discount of 100%. If you receive financial assistance under our Policy, you will not be charged more for emergency or other medically necessary care than the amount we generally bill patients having Medicare coverage.

How to Obtain Copies of our Financial Assistance Program Policy (Charity Care)

You may obtain a copy of our Financial Assistance Policy and Application:

- On the UC San Diego Health website at health.ucsd.edu/financial-assistance.
- In our Emergency Department, Financial Assistance Offices, any UC San Diego Health location where patient registration occurs and in our Customer Service Office.

How to Obtain Information and Assistance Regarding Our Financial Assistance Program

For information regarding our Financial Assistance Program, please visit our website health.ucsd.edu/financial-assistance or contact our Financial Assistance Office at 619-543-3689 or our Customer Service Office at 855-827-3633.

Monday thru Friday from 8am to 4:30 pm.

What Languages are the Financial Assistance and Plain Language Summary Available In?

The Financial Assistance Policy, Financial Screening Form and Plain Language Summary are available in English and Spanish.

Providers Who Do Not Participate in Financial Assistance

Certain UC San Diego Health physicians, such as those not contracted with the UC San Diego Medical Group rendering health care services at UC San Diego Health do not participate with UCSDH's Financial Assistance Program.

Financial Assistance Resources

Health Consumer Alliance (HCA)

healthconsumer.org

HCA is an independent consumer assistance program supported by the California Department of Managed Health Care, Covered California, and The California Endowment.

Covered California

coveredca.com

Covered California is a free service from the state of California that connects Californians with brand-named health insurance.

Hospital Presumptive Eligibility (HPE)

dhcs.ca.gov/services/medi-cal/eligibility/Pages/HospitalPE.aspx

The HPE program provides qualified individuals immediate access to temporary, no-cost Medi-Cal while applying for permanent Medi-Cal coverage or other health coverage. To qualify for HPE, individuals must meet the rules below.

- Have income below the monthly limit for household size
- Be a California resident
- Not already have Medi-Cal
- If not pregnant, have not received PE enrollment benefits from any Medi-Cal PE program up to the maximum limitation allowed within the past 12 months of applying
- If pregnant, have not had a PE enrollment during the current pregnancy of applying

Individuals must **also** be eligible in one of the following HPE groups below:

- Children under 19 years old
- Parents and caretaker relatives
- Pregnant women (benefits are limited to ambulatory prenatal services)
- Former foster youth between ages 18 to 26 years old, who were in foster care in any state on their 18th birthday or older (no income limit)
- Adults between ages 19 to 64, not pregnant, not in Medicare, and not eligible for any group stated above

UC San Diego Health Price Estimator for Shoppable Services

myucsdchart.ucsd.edu/ucsd/GuestEstimates

The information provided is an estimate of services performed in the hospital space and is not a guarantee of final billed charges.

UC San Diego Health Uninsured Patient Discount Policy

health.ucsd.edu/insurance-billing/Documents/UCSDHP-750.5.pdf

UC San Diego Health is committed to consistently providing a fair discount to individuals who are uninsured, or, in some cases, insured but without insurance coverage for certain medically necessary healthcare services offered by UC San Diego Health.