

Summary of Community Care Program and Financial Assistance Policy

Overview

UCSF Benioff Children's Hospital Oakland (BCHO) is committed to financially assisting patients and their families who have emergency and other medically necessary healthcare needs and are not able to pay for such care. This is a "plain language" summary of BCHO's Community Care Program and Financial Assistance Policy.

Availability of Financial Assistance

Patients may be able to obtain financial assistance for emergency and medically necessary healthcare services that they receive at BCHO. Every effort is made by BCHO to identify patients who may benefit from financial assistance under its Community Care Program and Financial Assistance Policy as soon as possible and provide counseling and language interpretation when necessary.

Eligibility Requirements and Assistance Offered

Free care or discounted care for emergency and medically necessary healthcare is available for patients that are eligible for financial assistance. The amount of financial assistance that a patient can receive is determined by a sliding scale of total family size and income based on Federal Poverty Level (FPL) guidelines. The following categories of patients are eligible for financial assistance under BCHO's Community Care Program and Financial Assistance Policy:

- Patients who have no third-party or government insurance coverage and have a family income at or below 300% of the FPL will receive care free of charge.
- Patients who have no third-party or government insurance coverage and have a family income between 301% and 350% of the FPL will be provided a discount of 75% of remaining billed charges.
- Patients who have no third-party or government insurance coverage and have a family income between 351% and 400% of the FPL will be provided a discount of 50% of remaining billed charges.
- Patients who have third-party insurance or other coverage but have (i) family income at or below 300% of the FPL, and (ii) out-of-pocket medical expenses (both incurred at BCHO and outside of BCHO) within the prior 12 months exceeding 10% of the patient's family income may receive a discount to their bill.
- "Self-pay" patients who are not eligible for financial assistance will be provided a discount of 50% of billed charges.

Patients that receive assistance under BCHO's Community Care Program and Financial Assistance Policy will not be charged more than the amounts generally billed to patients who have insurance covering such care. BCHO uses prospective Medi-Cal rates and Medi-Cal Managed Care rates to determine the amounts generally billed to patients that are eligible for financial assistance under its Community Care Program and Financial Assistance Policy.

Where to Obtain Copies

Free copies of BCHO's Community Care application and Financial Assistance Policy are available at the main admission desk located at 747 52nd Street #252-Financial Counseling, Oakland, CA 94609, from the admissions desk located in the emergency room, on BCHO's website (<https://www.childrenshospitaloakland.org>), by mailing a request to the address noted below, and by calling the Financial Counseling office of the Patient Financial Services Division at (510) 428-3576 on Monday to Friday from 8:00 a.m. to 4:00 p.m. The Financial Counseling office can also answer questions and help guide you in completing the Community Care application.

How to Apply for Assistance

Applying for financial assistance involves completing the Community Care application and submitting the application along with the supporting documents listed on the Community Care application to the Patient Financial Services Division for processing at the following address:

**Patient Financial Services Division
6425 Christie Avenue Suite 120
Emeryville, CA 94608**

The Community Care application can also be dropped off in person at the Financial Counseling office of the Patient Financial Services Division at 747 52nd Street #252-Financial Counseling, Oakland, CA 94609.

Availability of Translations

BCHO's Financial Assistance Policy, Community Care application, and this plain language summary are available in Spanish. BCHO also provides translation aids, translation guides, and assistance through the use of qualified bilingual interpreters by request. Please call the Patient Financial Services Division for information about BCHO's translation services.

**Patient Financial Services Division
Phone: (510) 428-3576**