

PUBLIC NOTICE

Help Paying Your Bill

Loma Linda University Medical Center, Loma Linda University East Campus Hospital, Loma Linda University Surgical Hospital, Loma Linda University Health Beaumont-Banning, Loma Linda University Behavioral Medicine Center, Loma Linda University Children's Hospital, and Loma Linda University Medical Center – Murrieta are part of Loma Linda University Health, a faith-based organization that strives to meet the health care needs of patients in our geographic service area. The Loma Linda University Health mission is “to continue the healing ministry of Jesus Christ and to make man whole.” The first and foremost responsibility of Loma Linda University Health is to see that its patients receive compassionate, timely, and appropriate medical care with consideration for patient privacy, dignity, and informed consent.

Financial Assistance

To help meet the needs of its patients, Loma Linda University Health is committed to providing access to financial programs when patients are uninsured or underinsured and may need help in paying their hospital bill.

Please inform us if you have any type of health insurance coverage from a health insurer, health care service plan, Medicare, Medi-Cal/Medicaid, CCS, Covered California, or other state funded programs designed to provide health coverage. If you do not have health insurance coverage, Loma Linda University Health will provide you with an application for Medi-Cal, including Presumptive Medi-Cal coverage. Please contact the Registration areas in the various Loma Linda University Health hospitals and hospital-based clinics for additional information.

Financial Assistance Program Eligibility

We are dedicated to ensuring that compassionate, quality care is extended to all, regardless of their ability to pay. Loma Linda University Health's Financial Assistance Program helps to make emergency and other medically necessary services available to our whole community.

Patients that do not have health insurance coverage and whose family income is 400% or less of the federal poverty guidelines, may be eligible for assistance. Free care is available for an uninsured patient whose family income is 200% or less of federal poverty guidelines. Partial discounts are available for insured and uninsured patients between 201% and 400% of the federal poverty guidelines. A Financial Assistance Program eligible individual will not be charged more than Medicare rates for emergency or other medically necessary care.

What Does Financial Assistance Cover?

The Financial Assistance Program covers emergency and medically necessary services provided at Loma Linda University Health hospitals.

A service is medically necessary when it is reasonable and necessary to protect life, to prevent significant illness or significant disability, or to alleviate severe pain.

The Loma Linda University Health Financial Assistance Program generally does not apply to physician services provided at Loma Linda University Health hospitals. However, physicians may have adopted a separate policy that provides discounts to uninsured patients or patients with high medical costs whose income is at or below 400% of the Federal Poverty Level.

Additional information can be obtained by contacting the Billing department at (909) 651-4300.

Additional information including Loma Linda University Health's Financial Assistance Policy, Billing and Debt Collections Policy, a copy of this Public Notice, and a list of providers *NOT* covered under these policies can be found on the “Help Paying Your Bill” link on Loma Linda University Health's home page (lluh.org) or at:

<https://lluh.org/patients-visitors/patients/billing-insurance/help-paying-your-bill>

How to Apply

An electronic version of the Financial Assistance Application is available in English and Spanish and can be obtained by visiting the Loma Linda University Health “Help Paying Your Bill” web page. This page can be accessed directly at:

<https://lluh.org/patients-visitors/patients/billing-insurance/help-paying-your-bill>

Financial Assistance Program applications are available to all patients without charge. For paper copies, please request a copy at any Admitting or Registration desk located throughout the facilities.

Electronic copies of program information are available by email upon request. Call (909) 651-4177 to request an electronic copy. Please be prepared to provide an email address that the information can be sent to when calling.

Applications Available in Other Languages

Copies of the Financial Assistance Policy, Financial Assistance Program application form, and Public Notice are available in English and Spanish. For more information, call (909) 651-4177 or please ask an Admitting or Registration desk.

Language and/or Disability Access

Do you need assistance with communication in your language of choice?

If language assistance is needed, please call (909) 558-4000 or visit the receptionist at the location where you receive care or plan to receive care. Your care provider's service location has staff that can facilitate your language service needs. 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.

Languages include Spanish, Chinese, Vietnamese, Tagalog, Korean, Armenian, Persian, Russian, Japanese, Arabic, Panjabi, Mon-Khmer, Cambodian, Hmong, Hindi, Thai.

More Help

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.

Additional questions or other assistance can be obtained by telephone by calling the Billing department at (909) 651-4177.

Additional information can be obtained by mail at:

Loma Linda University Health Patient Business Office

P.O. Box 700

Loma Linda, CA 92354

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.

Other Resources

Price Transparency

Information on standard hospital costs for commonly provided services, including the list of shoppable services are available at: <https://lluh.org/patients-visitors/patients/patient-rights-notices/price-transparency>

Loma Linda University Health also provides a convenient online tool patients may use to estimate the cost of services. Please find the cost estimation tool at: <https://mylluhealth.org/mychart/questimates>