

California Healthy Families Program, please visit [medi-cal.ca.gov](http://medi-cal.ca.gov), or you can call (800) 709-8348 for the MediCal program and (800) 880-5305 for the Healthy Families Program.

**PLEASE NOTE:** All of the assistance services listed above are for hospital charges only. For assistance on any physician bill, you must contact that physician's office directly. This applies to all physician services, including those rendered in connection with the hospital service (i.e., physician services received in the emergency room).

### *Other Insurance Programs*

There are a number of other programs sponsored by the county as well as the state, for which you may want to apply to help cover current or future health care services. Some of these programs are listed below.

### *Basic Adult Care (BAC)*

Basic Adult Care is offered through Contra Costa County, and is for low-income adults who do not qualify under the MediCal or other state healthcare programs. While this program does not currently cover any bills for services at John Muir Health hospitals, it will give you access to the services at Contra Costa Regional Medical Center for any follow-up or additional care. **For more information on this program, please visit [cchealth.org](http://cchealth.org), or call (800) 771-4270.**

### *California Victims Compensation Program*

If your bill is for services rendered for injuries you sustained as a crime victim, the state of California has a program to help with those expenses. **For further information on this program or to apply for assistance, please call (800) 777-9229 or visit: [victimcompensation.ca.gov](http://victimcompensation.ca.gov).**

Thank you again for choosing John Muir Health. We look forward to working with you to help provide the best means of financial assistance possible.

The John Muir Health Mission:  
*We are dedicated to improving the health  
of the communities we serve with  
quality and compassion.*

John Muir Health  
Patient Financial Services  
1400 Treat Boulevard  
Walnut Creek, CA 94597  
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*Patient Assistance  
Program*

# JOHN MUIR HEALTH PATIENT ASSISTANCE PROGRAM

## *Information for our Patients*

*Thank you for choosing John Muir Health for your healthcare needs. We understand that sudden, often unexpected bills can seem overwhelming for you and your family. John Muir Health is pleased to offer a number of programs to help you with the bills for the services you have received through our hospitals. These services are under the John Muir Health HELP program and are listed below.*

*You can obtain additional information on any part of the HELP program by calling our business office customer service line at (925) 947-3336, Monday through Friday, between 8:15 a.m. and 4:15 p.m. You may also visit our website at [johnmuirhealth.com](http://johnmuirhealth.com), and click on the Patient Services tab.*

## *Patient Assistance Program*

John Muir Health offers a Patient Assistance Program which – for those patients who meet the program qualifications – will cover all or part of your hospital bills. The Patient Assistance Program is entirely funded by John Muir Health. Qualification for the program, as well as the amount of your hospital bill which will be paid, is based on your household income. To qualify, you will need to complete the Patient Assistance Application form, and submit the required documents. These documents include your most recent pay stubs (or certification that

you are currently unemployed), as well as a copy of your most recent federal income tax return, including all schedules. If you are a listed as a dependent on another person's tax return, a copy of their tax return is required as well. Other documents may be requested, depending on your personal circumstances. **To obtain an application for the Patient Assistance Program, you can check the box on your bill stub and return it to the address on your bill, or call the Business Office customer service line at the number listed previously.**

## *Extended Payment Plan Arrangements*

Extended Payment Plans are offered at any time. The plans are interest-free on accounts which can be paid in three separate payments, at regular intervals at no more than 30 days apart, and arranged within 30 days of the due date listed on the first patient bill. If you will need to continue to make payments for more than the no-interest window, your extended payment plan can be set over longer periods of time, and at a payment level to meet your budget. Extended payment plans beyond a three month time frame are monitored by one of our contracted vendors, and do carry an interest charge. **If you would like to set up an extended payment plan for your account, please contact the Business Office customer service line.**

## *No Interest Extended Payment Program*

John Muir Health does have a No-Interest Extended Payment Program beyond the three

month window for those patients who meet the income qualifications for the program. **If you would like to apply for a No-Interest Extended Payment Program, please contact the Business Office customer service line.**

## *Uninsured Patient Discount*

For our uninsured patients who have had an emergency service at our hospital, and do not qualify for the Patient Assistance Program, John Muir Health does offer a substantial discount off the billed charges for the hospital emergency services. If your household income is less than \$250,000 annually, you can qualify for the discount. **For further information on the Uninsured Patient Discount, please contact the Business Office customer service line.**

## *Eligibility Services*

Although John Muir Health is not a contracted provider with many of the State of California Healthcare programs (including MediCal), we will accept members under these programs for many of our services accessed through the emergency departments of our hospitals. To help our patients qualify for the MediCal programs, we do offer on-site eligibility services. These are provided through a contracted vendor, who will help you through the state-mandated process. This service is offered at no cost to the patient. **For more information on the State of California MediCal program, as well as the State of**