

Patient Assistance Program



Thank You for Choosing John Muir Health

Thank you for choosing John Muir Health for your health care needs. We realize that unexpected bills can be overwhelming for you and your family. To better serve our patients, John Muir Health has a variety of programs to help with bills for services received through our Medical Centers. These programs are under the John Muir Health HELP program and are listed below.

For more information or to apply for any of the HELP program services, please call our billing office customer service line at **(925) 947-3336**, Monday through Friday, between 8:00 a.m. and 4:30 p.m.

You may also visit johnmuirhealth.com/patienthelp.

Patient Assistance Program

John Muir Health offers a Patient Assistance Program entirely funded by John Muir Health. If you qualify, the program covers all or part of your hospital bills. To qualify, you must meet household income and asset requirements.

You will have to complete the Patient Assistance Application form and submit the required documents:

- Copy of your most recent pay stubs or documentation that you are currently unemployed
- Copy of your most recent federal income tax return, including all schedules
- Any other relevant documents needed based on your personal circumstances

To obtain an application for this program or to receive a copy of the John Muir Health Charity Care Policy, call the billing office customer service line at **(925) 947-3336** or visit johnmuirhealth.com/patienthelp.

Payment Plans

A monthly, interest free payment plan is available to help patients pay for their medical bills. When determining the amount of the monthly payment plan, your financial responsibilities and family income will be considered, along with other pieces of information.

Uninsured Patient Discount

Uninsured patients do not have medical insurance through a third party payer coverage. For our uninsured patients, John Muir Health offers a substantial discount off the billed charges. This discount is automatically applied to the uninsured patient bill.

Medi-Cal Eligibility Services

While John Muir Health is not a contracted provider with any State Medicaid program, we do accept payment from the program for patients who are enrolled and receive outpatient emergency services at one of our medical centers. We also participate in the presumptive Medi-Cal program.

In addition, John Muir Health has free, onsite eligibility services to help patients who may qualify for Medi-Cal with the enrollment process.

For more information on the State of California Medi-Cal program and the State of California Healthy Families Program, please visit or call:

- www.medi-cal.ca.gov
- Medi-Cal Program **(800) 709-8348**
- Healthy Families Program **(800) 880-5305**

PLEASE NOTE: All of the assistance services listed above are for hospital charges only. For assistance on any physician bill, call the billing office customer service line at **(925) 947- 3336**.

Other Insurance Programs

There are other programs supported by the County or the State that you may want to apply to for help covering current or future health care services. Some of these programs are listed below.

Covered California

Covered California is a free service that connects you with health insurance plans. They may also be able to provide you with discounts on a health insurance plan.

For more information on the Covered California program, please call **(800) 300-1506** or visit coveredca.com/.

Basic Health Care (BHC)

Basic Health Care (BHC) is offered through Contra Costa County. It is for low-income adults who do not qualify for Medi-Cal or other state healthcare programs.

While this program does not currently cover any services at John Muir Health, it will give you access to the services at Contra Costa Regional Medical Center for follow-up or additional care.

For more information on this Basic Health Care program, please call **(800) 771-4270** or visit cchealth.org/.

California Victims Compensation Program

If you had injuries 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 victims.ca.gov/for-victims/.

Help Paying Your Bill

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 visit healthconsumer.org/ for more information.

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.

Visit HospitalBillComplaint.hcai.ca.gov/ for more information and to file a complaint.

Cost Estimates

If you would like to use our cost estimator tool for future visits, please visit: johnmuirhealth.com/patients-and-visitors/payment-and-insurance/cost-estimator.html.

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.



**JOHN MUIR
HEALTH**

Single Business Office
5003 Commercial Circle
Concord, CA 94520
(925) 947-3336
johnmuirhealth.com