

# John Muir Health Patient Assistance Program

Thank you for choosing John Muir Health for your health care needs. We understand that sudden, often unexpected bills can seem 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 hospitals. 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 Patient Financial Services customer service line at (925) 947-3336, Monday through Friday, between 8:00 a.m. and 5:00 p.m. You may also visit [johnmuirhealth.com/patienthelp](http://johnmuirhealth.com/patienthelp).**

## 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 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 Patient Financial Services customer service line at (925) 947-3336.**

## Extended Payment Plan Arrangements

Extended Payment Plans are offered at any time. The plans are interest-free on accounts which will be paid in three separate payments, at regular intervals at no more than 30 days apart. Arrangements to access the payment plan must be made 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.

## Uninsured Patient Discount

Uninsured patients are defined as not having medical insurance through a third party payer. For our uninsured patients who have had services at one of our hospitals, John Muir Health does offer a substantial discount off the billed charges. If the Patient Assistance Program is applied and approved, the uninsured discount is reversed. Only one program discount applies.

## Eligibility Services

Although John Muir Health does contract with a number of County programs, we are not a contracted provider with any State Medicaid program. However, we do accept the fee schedule as our payment for those individuals who are enrolled in the Medi-Cal program and receive outpatient emergency services in the emergency department at one of our hospitals. To help our patients qualify for the Medi-Cal program, we do have onsite eligibility services, which are offered at no cost to patients. These are provided through a contracted vendor, who will help you through the state-mandated process. **For more information on the State of California Medi-Cal program, as well as the State of California Healthy Families Program, please visit [medi-cal.ca.gov](http://medi-cal.ca.gov), or you can call (800) 709-8348 for the Medi-Cal 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 provided 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 Health Care (BHC)

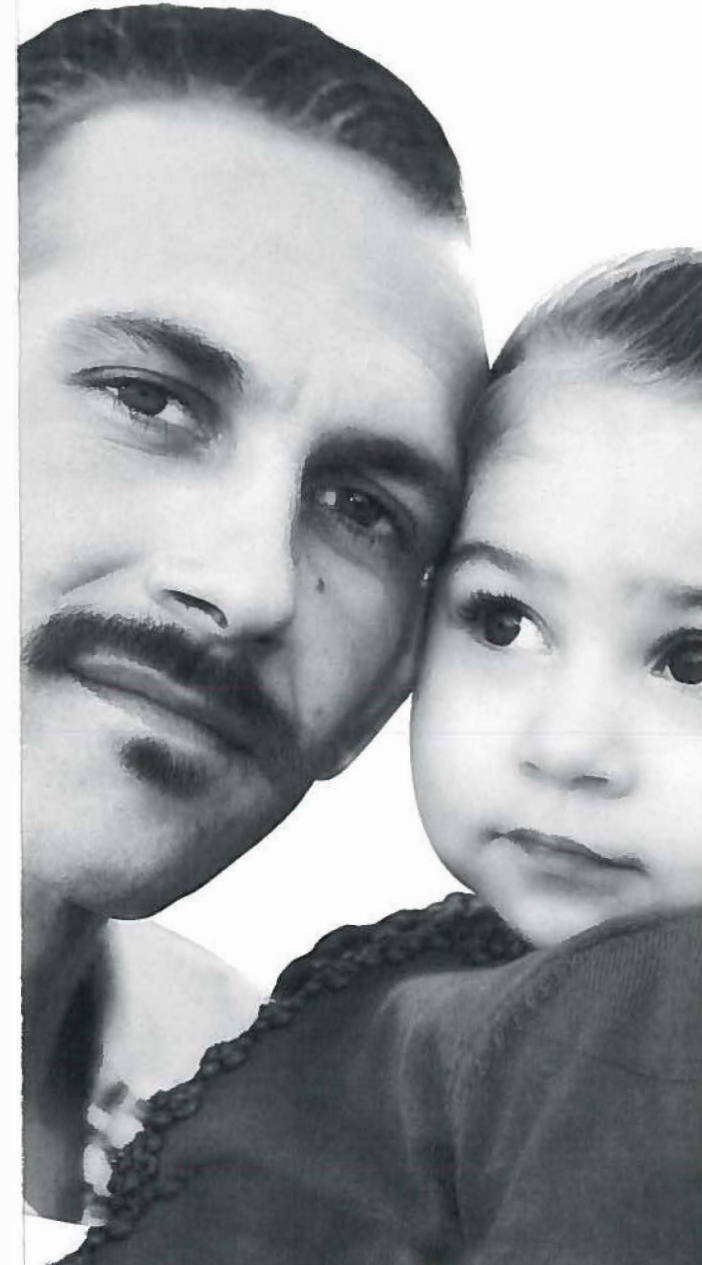
Basic Health Care (BHC) is offered through Contra Costa County, and is for low-income adults who do not qualify under Medi-Cal or other state healthcare programs. While this program does not currently cover any bills for services at John Muir Health hospitals, it will give you access to the services 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 provided 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: <http://victims.ca.gov/victims>**

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.

# Patient Assistance Program



Patient Financial Services  
Single Business Office  
5003 Commercial Circle  
Concord, CA 94520  
T 925.947.3336



[johnmuirhealth.com](http://johnmuirhealth.com)

Community-based, not-for-profit