

COMMUNITY MEDICAL CENTERS

Important Billing Information for Patients

Community Medical Centers (CMC) has a long history of giving back to the community. Our commitment is reflected in our generous financial assistance policies for patients who seek care at our hospitals. This handout contains important information to help our patients understand our billing process, payment options, and financial assistance programs. Federal and state law require hospitals to provide discounted or free medical care to uninsured patients and underinsured patients with high medical costs. Individuals who apply and qualify for financial assistance may not be charged more for emergency or other medically necessary care than the amounts generally billed to individuals who have insurance covering such care. This information applies only to the hospital's bill, and does not apply to bills you receive from the physicians, anesthesiologists, clinical professionals, ambulance companies, or other medical professionals who may have provided medical treatment at Community Medical Centers (CMC).

Financial Assistance (Charity Care): Low income uninsured patients and low income under-insured patients with high medical costs may be eligible for free medical care. Eligibility is based on family income and size. All potential payer sources must be exhausted before a patient is eligible for free care.

Discounted Care: If a patient does not qualify for free medical care, the patient may still qualify for discounted care. Eligibility is based on family income and family size. Physicians who provide emergency services at CMC are required to provide discounts to uninsured patients or underinsured patients with high medical costs, who are at or below 350% of the federal poverty level. You will receive a separate bill for the emergency physician services you received at CMC. Any questions you have about the physician's bill should be directed to the physician's office.

Financial Assistance Policies and Applications: Copies of CMC's Financial Assistance Policies and Application forms for discounted or free medical care can be found at www.communitymedical.org. Copies of CMC's Financial Assistance Policy and Application forms are also available at our main Admitting Departments, at the following locations: Community Regional Medical Center – 2823 Fresno Street, Fresno, CA 93721; Clovis Community Hospital – 2755 Herndon Avenue, Fresno, CA 93611; and Fresno Heart and Surgical Hospital – 15 E. Audubon Drive, Fresno, CA 93720. To receive a free copy of the Financial Assistance Policies and Application form by mail, please request one by calling Admitting at (559) 459-2998. Translations of the Financial Assistance Policies and Application Forms are available in Spanish, Hmong, Punjabi, Laotian, Tagalog, Mon-Khmer/Cambodian, Armenian, Arabic, Chinese, Vietnamese, German, Korean, Japanese, Russian, Hindi, Portuguese, Persian, and Mandarin.

Assistance with Applying: CMC's Admitting Departments (listed above) are available to assist you with the application process. You will be asked to fill out an Application form and provide documentation of your family income. Patients should mail Applications for Financial Assistance to: Community Medical Centers, Patient Financial Services Department, P.O. Box 1232, Fresno, CA 93715, Attn: Financial Assistance Application. After submitting your application and documentation, you will be contacted regarding your eligibility. If you think you may qualify for discounted or free medical care, please contact Admitting at (559) 459-2998 for more information.

Eligible Services: Eligible patients are able to receive discounted or free care for emergency and medically necessary services provided at Community Medical Centers (CMC). Goods and services that are (1) not

medically necessary to treat an injury or illness, (2) provided primarily for elective cosmetic purposes, or (3) experimental goods or services, including those provided to a patient as part of a clinical trial, research program, etc., are not eligible for discounted or charity pricing.

Government Program Eligibility: You may be eligible for a government-sponsored health benefit program. CMC has staff available to assist you with applying for government assistance like Medi-Cal, Healthy Families, and California Children's Services to pay your hospital bill. You can get assistance applying for government-sponsored health benefits by contacting Patient Financial Services at (559) 459-3939.

Pending Applications: If a patient applies or has a pending application for another health coverage program at the time that they apply for charity or discounted care at CMC, then neither application will preclude eligibility for the other program.

Payment Options: CMC has many payment options available to assist you with payment of your hospital bill. Patient account balances are due upon receipt, however extended payment plans may also be available for patients who apply for financial assistance. If CMC and the eligible patient are not able to agree on an appropriate monthly payment amount, the hospital will use the formula described in subdivision (i) of Section 127400 of the California Health and Safety Code, to create a reasonable payment plan.

Notice of Availability of Financial Estimates: You may request a written estimate of your financial responsibility for hospital services. Requests for estimates must be made during business hours. The estimate will provide you with an estimate of the amount the hospital will require you to pay for health care services, procedures, and supplies that are reasonably expected to be provided by the hospital. Estimates are based on the average length of stay and services provided for the patient's diagnosis. They are not promises to provide services at fixed costs. A patient's financial responsibility may be more or less than the estimate based on the services the patient actually receives.

The hospital can provide estimates of the amount of hospital services only. There may be additional charges for services that will be provided by physicians during a patient's stay in the hospital, such as bills from personal physicians, and any anesthesiologists, pathologists, radiologists, ambulance companies or other medical professionals who are not employees of the hospital. Patients will receive a separate bill for these services.

If you have any questions about written estimates, please contact Patient Financial Services at (559) 459-3939.