



## Summary of the Financial Assistance Policy

### You may qualify for Financial Assistance.

Community Medical Centers (CMC) has a Financial Assistance Policy under which it provides financial assistance (charity care) to eligible uninsured patients and eligible insured patients with high out of pocket expenses.

You may qualify if you are uninsured and your family income is less than 450% of the Federal Poverty Level for your family size (see table), or if you are insured and your family income is less than 400% of the Federal Poverty Level for your family size and you have out of pocket expenses that exceed 10% of your annual income. Even if you do not meet these income requirements, you may still qualify for financial assistance with your hospital bill.

Family income less than 450% of Federal Poverty Level (2026*)		
Family Size	Per Month	Per Year
1	\$5,985	\$71,820
2	\$8,115	\$97,380
3	\$10,245	\$122,940
4	\$12,375	\$148,500
5	\$14,505	\$174,060
6	\$16,635	\$199,620
7	\$18,765	\$225,180
8	\$20,895	\$250,740

\*The 2027 Federal Poverty Level figures will be updated in mid-January 2027. For any applications submitted in 2027, the 2027 figures will be used to consider financial assistance.

### What Financial Assistance is available?

If you are a qualified patient, you may be eligible for a complete or partial write-off of your medical bill for emergency care and other medically necessary care at CMC. If you are eligible for Financial Assistance, we may not charge you more than the amounts generally billed to individuals with insurance coverage for those services.

### How do I apply?

We encourage our patients who are unable to pay their bill to apply for assistance. The Financial Assistance Policy and application form are available free of charge on our website (<https://www.communitymedical.org/for-patients-families/billing-and-insurance/Discounts-Charity-Care>), or via mail by calling the Patient Financial Services department at (559) 459-3939. This form is also available free of charge at CMC Admitting Departments, which are located at:

- Community Regional Medical Center 2823 Fresno Street, Fresno, CA 93721  
(559) 459-6000
- Clovis Community Medical Center 2755 Herndon Avenue, Clovis, CA 93611  
(559) 324-4000
- Fresno Heart and Surgical Hospital 15 E. Audubon Drive, Fresno, CA 93720  
(559) 433-8000

If you have questions about eligibility or need assistance with your application, you can get help by calling or visiting the numbers and addresses above. For a list of CMC's standard charges, please visit our website ([https://www.communitymedical.org/for-patients-families/billing-insurance/hospital-standard-charges-\(1\)](https://www.communitymedical.org/for-patients-families/billing-insurance/hospital-standard-charges-(1))) Finally, CMC participates in the Hospital Presumptive Eligibility (HPE) Program. Please inquire with Patient Financial Services for more information on the HPE Program.

Fill out the Application for Financial Assistance and submit it, with the required documents, to **Community Medical Centers, Patient Financial Services, P.O. Box 1232, Fresno, CA 93715**, as soon as possible after receiving treatment.

This is a summary of the Financial Assistance Policy. You should refer to the Policy for specific questions.

**Help With Obtaining Coverage:** If you don't have health care coverage, there are resources that can help. To learn more about Medi-Cal or subsidized coverage through Covered California, call 1-877-752-4737 (TTY 711) or visit [www.coveredca.com](http://www.coveredca.com).

**Information on Health Consumer Alliance:** 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 go to <https://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. Go to <https://hcai.ca.gov/affordability/hospital-fair-billing-program/hospital-bill-complaint-program/> for more information and to file a complaint.

## Language Assistance Services

**ATTENTION:** If you need help in your language, please call **1-559-459-6789**, (TTY: 1-1-888-877-5379) or visit one our Admitting Departments. These Departments are open from 8:30 AM to 4:00 PM and located at the following locations:

Community Regional Medical Center Admitting - 2823 Fresno Street, Fresno, CA 93721

Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611

Fresno Heart and Surgical Hospital Admitting - 15 E. Audubon Drive, Fresno, CA 93720

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. Please call **1-559-459-6789** (TTY: 1-1-888-877-5379) for assistance.

English	<p><b>ATTENTION:</b> If you need help in your language, please call 1-559-459-6789, (TTY: 1-1-888-877-5379) or visit one our Admitting Departments. These Departments are open from 8:30 AM to 4:00 PM and located at the following locations:</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721          Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611          Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
Arabic	<p>ملحوظة: إذا كنت بحاجة إلى مساعدة بلغتك، يرجى الاتصال بالرقم 1-559-459-6789، (الهاتف النصي: 1-1-888-877-5379) أو قم بزيارة أحد مراكز القبول لدينا. تفتح هذه المراكز للعمل من الساعة 8:30 صباحًا حتى الساعة 4:00 مساءً وتقع على المواقع التالية:</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721          Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611          Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
German	<p><b>HINWEIS:</b> Bitte rufen Sie die Nummer 1-559-459-6789 (TTY: 1-1-888-877-5379) an, wenn Sie Hilfe in Ihrer Sprache benötigen, oder wenden Sie sich an eine unserer Aufnahmestellen. Diese Abteilungen sind von 8:30 AM bis 4:00 PM geöffnet und an den folgenden Standorten zu finden:</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721          Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611          Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
Spanish (US)	<p><b>ATENCIÓN:</b> Si necesita ayuda en su idioma, llame al 1-559-459-6789, (TTY: 1-1-888-877-5379) o visite uno de nuestros Departamentos de Admisión. Estos Departamentos están abiertos de 8:30 A. M. a 4:00 P. M. y se encuentran en los siguientes lugares:</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721          Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611          Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
Farsi	<p>توجه: اگر نیاز به کمک به زبان خود دارید، لطفاً با شماره 1-559-459-6789 (تله‌تایپ: 1-1-888-877-5379) تماس بگیرید، یا به یکی از بخش‌های پذیرش (Admitting Departments) ما تماس بگیرید. این بخش‌ها از 8:30 صبح تا 4:00 بعدازظهر باز هستند و در مکان‌های زیر واقع شده است.</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721          Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611</p>

	Fresno Heart & Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720
French (France)	<p>ATTENTION : Pour toute demande d'information dans votre langue, veuillez appeler le 1-559-459-6789, (Téléimprimeur : 1-1-888-877-5379) ou rendez-vous dans l'un de nos services d'admission. Ces services sont ouverts de 8 h 30 AM à 4 h 00 PM aux adresses suivantes :</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721  Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611  Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
Hindi	<p>कृपया ध्यान दें: अगर आप अपनी भाषा में सहायता प्राप्त करना चाहते हैं तो कृपया 1-559-459-6789, (TTY: 1-1-888-877-5379) पर कॉल करें या हमारे किसी एक भर्ती करने वाले विभाग से मिलें। यह विभाग सुबह 8:30 बजे से लेकर शाम 4:00 बजे तक खुले रहते हैं और निम्नलिखित स्थानों पर स्थित हैं:</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721  Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611  Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
Hmong	<p>LUS CEEB TOOM: Yog tias koj xav tau kev pab ua koj hom lus, ces thov hu rau 1-559-459-6789, (TTY: 1-1-888-877-5379) los sis mus ntsib Cov Tuam Tsev Hauj Lwm ntsig txog Kev Txais Tos . Cov Tuam Tsev Hauj Lwm no yog qhib thaum 8:30 teev sawv ntxov txog 4:00 teev tsaus ntu j thiab teeb nyob rau ntawm cov chaw hauv qab no:</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721  Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611  Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
Armenian	<p>ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե ձեր լեզվով օգնության կարիք ունեք, ինդրում ենք զանգահարել 1-559-459-6789, (TTY՝ 1-1-888-877-5379) կամ այցելել մեր ընդունելության բաժիններից մեկը: Այս բաժինները բաց են առավոտյան 8:30-ից մինչև երեկոյան 4:00-ը և գտնվում են հետևյալ հասցեներում.</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721  Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611  Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
Italian	<p>ATTENZIONE: se necessita di aiuto nella sua lingua, chiami il 1-559-459-6789, (TTY: 1-1-888-877-5379) oppure visiti uno dei nostri reparti di accettazione (Admitting Departments). Questi reparti sono aperti dalle 08:30 AM alle 4:00 PM e si trovano alle seguenti luoghi:</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721  Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611  Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
Japanese	<p>お知らせ : 母国語でのサポートが必要な場合、1-559-459-6789 (TTY: 1-1-888-877-5379) までお電話いただくか、受付窓口までお越しください。受付窓口は午前8時30分から午後4時まで営業しており、以下の場所にあります :</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721  Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611  Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
Khmer	<p>សូមយកចិត្តទុកដាក់: ប្រសិនបើអ្នកត្រូវការជំនួយជាភាសាខ្មែរសូមទាក់ទងសេវាស្នាក់នៅលេខ 1-559-459-6789 (TTY: 1-1-888-877-5379) ឬ</p>

	<p>អញ្ជើញទៅផ្នែកទទួលអ្នកជំងឺ (Admitting Department) របស់យើង។ ផ្នែកទាំងនេះបើកដំណើរការចាប់ពីម៉ោង 8:30 ព្រឹក ដល់ 4:00 ល្ងាច និងមានទីតាំងដូចខាងក្រោម៖</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721 Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611 Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
Korean	<p>주의 해당 언어로 도움이 필요하시면 1-559-459-6789, (TTY: 1-1-888-877-5379) 로 전화하시거나 인사 부서를 방문하세요. 해당 부서는 오전 8시 30분부터 오후 4시까지 운영되며 다음 위치에 있습니다:</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721 Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611 Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
Lao	<p>ເອົາໃຈໃສ່: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອເປັນພາສາຂອງທ່ານ, ກະລຸນາໂທຫາ 1-559-459- 6789, (TTY: 1-1-888-877-5379) ຫຼື ເຂົ້າໄປທີ່ ພະແນກຮັບ ຂອງພວກເຮົາ. ພະແນກເຫຼົ່ານີ້ເປີດຕັ້ງແຕ່ 8:30 ໂມງເຊົ້າຫາ 4:00 ໂມງແລງ ແລະ ຕັ້ງຢູ່ຕາມສະຖານທີ່ດັ່ງນີ້:</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721 Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611 Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
Portuguese (Brazil)	<p>ATENÇÃO: Se precisar de ajuda em seu idioma, ligue para 1-559-459-6789, (TTY: 1-1-888-877-5379) ou visite nossos Departamentos de Admissão (Admitting Departments). Esses departamentos ficam abertos das 8h30 AM às 4h PM e podem ser encontrados nos seguintes locais:</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721 Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611 Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
Russian)	<p>ВНИМАНИЕ! Если вам нужна помощь на вашем языке, позвоните на номер 1- 559-459-6789 (TTY: 1-1-888-877-5379) или зайдите в одно из наших приемных отделений (Admitting Department). Эти отделения открыты с 8:30 AM до 4:00 PM и находятся по таким адресам:</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721 Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611 Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
Thai	<p>โปรดใส่ใจ: หากคุณต้องการความช่วยเหลือในภาษาของคุณ กรุณาโทรมายังหมายเลข 1-559- 459-6789 (TTY: 1-1-888-877-5379) หรือไปยังแผนกรับสมัคร (Admitting Departments) ของเรา แผนกเหล่านี้เปิดทำการตั้งแต่เวลา 8.30 AM น. ถึง 4.00 PM น. และตั้งอยู่ตามสถานที่ดังต่อไปนี้:</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721 Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611 Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
Tagalog	<p>PAALALA: Kung kailangan mo ng tulong sa inyong wika, pakitawagan ang 1-559- 459-6789, (TTY: 1-1-888-877-5379) o bumisita sa isa sa aming mga Departamento ng Pagtanggap (Admitting Departments). Bukas ang mga Departamentong ito simula 8:30 AM hanggang 4:00 PM at matatagpuan sa sumusunod na mga</p>

	<p>lokasyon:</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721  Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611  Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
Vietnamese	<p>XIN CHÚ Ý: Nếu quý vị cần được trợ giúp bằng ngôn ngữ của mình, vui lòng gọi theo số 1-559-459-6789, (TTY: 1-1-888-877-5379) hoặc ghé thăm một trong những văn phòng Ban Tiếp Nhận của chúng tôi. Văn phòng Ban Tiếp Nhận mở cửa từ 8:30 sáng đến 4:00 chiều và có ở các địa điểm sau đây:</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721  Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611  Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
Chinese (Simplified)	<p>注意: 如果您需要语言方面的帮助, 请致电 1-559-459-6789 (TTY: 1-1-888-877-5379) 或咨询我们的招生部门。这些部门的办公时间为上午 8:30 至下午 4:00, 地点如下:</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721  Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611  Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>
Punjabi	<p>ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 1-559-459-6789, (TTY: 1-1-888-877-5379) 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ ਸਾਡੇ ਐਡਮਿਟਿੰਗ ਡਿਪਾਰਟਮੈਂਟ 'ਤੇ ਜਾਓ। ਇਹ ਡਿਪਾਰਟਮੈਂਟ ਸਵੇਰੇ 8:30 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 4:00 ਵਜੇ ਤੱਕ ਖੁੱਲ੍ਹੇ ਰਹਿੰਦੇ ਹਨ ਅਤੇ ਹੇਠਾਂ ਲਿਖੇ ਸਥਾਨਾਂ 'ਤੇ ਸਥਿਤ ਹਨ:</p> <p>Community Regional Medical Ctr. Admitting - 2823 Fresno St, Fresno, CA 93721  Clovis Community Hospital Admitting - 2755 Herndon Avenue, Clovis, CA 93611  Fresno Heart &amp; Surgical Hospital Admitting -15 E. Audubon Dr., Fresno, CA 93720</p>