

## HELP PAYING YOUR BILL

Thank you for choosing Valley Children's Healthcare for healthcare services. We are dedicated to providing high-quality, comprehensive services to children, regardless of their ability to pay. To better support our patients and their families, Valley Children's offers various programs to help cover medical bills for the services provided. For more information, please contact our Patient Financial Services department at 559-353-7009, available Monday through Friday from 9 a.m. to 4 p.m. You can also visit our website at [ValleyChildrens.org/FinancialAssistance](https://ValleyChildrens.org/FinancialAssistance) to learn more about our discount payment and charity care policies.

### Financial Assistance Program

The Financial Assistance Program is designed to support patients and their families who are unable to afford medical care due to financial hardship. Individuals may qualify for financial assistance if they are uninsured, underinsured, not able to get government health care benefits, have an injury not covered by workers' compensation, car insurance, or other insurance, as determined by the hospital, or who cannot pay for their care.

To determine eligibility for financial help, patients must complete an application and submit supporting documents that demonstrate their financial need, including proof of income.

### Type of Assistance

Patients who qualify for financial assistance may receive either a full or a partial discount equivalent to no more than Medi-Cal rates.

### Fees Charged to Eligible Patients for Financial Assistance

Patients who receive financial assistance will not be required to pay more than the rates generally allowed for Medi-Cal-covered patients. The limit of fees applies to the patient payment obligations for emergent and medically necessary care.

### Prompt Pay Discount

Patients who agree to pay the balance of their bill in full within 30 days of the date of service may be eligible for a prompt pay discount. This discount does not apply to copayments, deductibles, or Medi-Cal share-of-cost balances.

### Discount Payment Options

Additional discount options may be available based on the financial needs of individuals requesting assistance. If a person qualifies for multiple discounts, they will receive the one that provides them with the greatest benefit. Available discounted payment options include uninsured discounts, high medical cost discounts, and prompt pay discounts. Discounts may also be considered for individuals who receive lower rates through their insurance or healthcare plans.

When determining high medical costs, out-of-pocket expenses include medical care that is not covered by insurance or a health coverage program, such as deductibles, coinsurance, copayments, cost-sharing, including Medicare copays or Medi-Cal cost-sharing.

## Payment Plans

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

## How to Apply

To obtain an application or to ask for assistance, please contact Patient Financial Services at 559-353-7009. Representatives are available Monday through Friday, 9 a.m. to 4 p.m. You can also visit [ValleyChildrens.org/FinancialAssistance](http://ValleyChildrens.org/FinancialAssistance) for more information.

## More Help

- Estimates of charges for shoppable services such as standard visits, procedures or surgery including co-pay and deductible estimates are available by referencing “Cost Estimates” at [ValleyChildrens.org/FinancialAssistance](http://ValleyChildrens.org/FinancialAssistance) or contact us at 559-353-7009.
- Valley Children’s Financial Assistance Policy and application are available at [ValleyChildrens.org/FinancialAssistance](http://ValleyChildrens.org/FinancialAssistance) or contact us at 559-353-7009.

## Medi-Cal and California Children’s Services (CCS) Eligibility

Medi-Cal is California's Medicaid health care program. This program pays for a variety of medical services for children and adults with limited income and resources. Valley Children's has free, onsite staff who can help patients who may qualify for Medi-Cal with the application process. We have staff members who are certified to provide presumptive eligibility to patients who meet Medi-Cal criteria. For more information on the Medi-Cal program, please visit [dhcs.ca.gov/services/medi-cal](http://dhcs.ca.gov/services/medi-cal) or call 800-709-8348. You can also contact the Admissions Department for more information at 559-353-5150.

CCS is a state health care program for children up to the age of 21 with certain diseases or health problems. To qualify for the CCS program, a child must have a CCS-eligible condition, reside in California, and meet financial eligibility. Children enrolled in Medi-Cal may qualify for CCS. Contact your local CCS county office to find out more about the CCS program or go to [dhcs.ca.gov/services/ccs](http://dhcs.ca.gov/services/ccs). You can also contact Patient Financial Services for more information at 559-353-7009.

## Insurance Options

Covered California is available to help obtain health insurance regardless of income and health history. For more information visit: [coveredca.com/](http://coveredca.com/) or call 800-300-1506.

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 [healthconsumer.org/](http://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 State of California's Hospital Bill Complaint Program. Go to [hospitalbillcomplaintprogram.hcai.ca.gov/](http://hospitalbillcomplaintprogram.hcai.ca.gov/) for more information and to file a complaint.

# Help Paying Your Bill

Language	Translation
<b>English</b>	ATTENTION: If you need help in your language, please call (559)353-7009 or visit the Admissions office at Valley Children's Hospital. The office is open Monday – Friday, 9:00 am – 4:00 pm and located at 9300 Valley Children's Place Madera, CA 93636. 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.
<b>Arabic</b>	تنبيه: إذا كنت بحاجة إلى المساعدة بلغتك، يرجى الاتصال على الرقم (559)353-7009 أو زيارة مكتب الاستقبال في مستشفى فالي للأطفال. المكتب مفتوح من الاثنين إلى الجمعة، من الساعة 9:00 صباحًا حتى 4:00 مساءً، ويقع مقره في 9300 Valley Children's Place, Madera, CA 93636. كما تتوفر أيضًا الأدوات المساعدة والخدمات للأشخاص ذوي الإعاقة مثل المستندات المكتوبة بطريقة برايل، والطباعة الكبيرة، والصوت، وغيرها من التيسقات الإلكترونية التي يمكن الوصول إليها. هذه الخدمات مجانية.
<b>Armenian</b>	ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե ձեզ օգնություն է անհրաժեշտ ձեր լեզվով, խնդրում ենք գանգահարել (559) 353-7009 հեռախոսահամարով կամ այցելել Valley Children's Hospital-ի ընդունման գրասենյակ: Գրասենյակը բաց է երկուշաբթիից ուրբաթ, ժամը 9:00 am-ից մինչև 4:00 pm-ը և գտնվում է հետևյալ հասցեով՝ 9300 Valley Children's Place Madera, CA 93636: Հասանելի են նաև հաշմանդամություն ունեցող անձանց համար նախատեսված օժանդակ սարքեր և ծառայություններ, ինչպիսիք են Բրայլի գրերը, խոշոր տառատեսակները, ձայնագրությունները և այլ հասանելի էլեկտրոնային ձևաչափերը: Այս ծառայություններն անվճար են:
<b>Farsi (Persian)</b>	توجه: اگر به زبان خودتان به کمک نیاز دارید، لطفاً با شماره 7009-353(559) تماس بگیرید یا به دفتر پذیرش بیمارستان کودکان Valley مراجعه کنید. این دفتر از دوشنبه تا جمعه، از ساعت 9:00 ق.ظ تا 4:00 ب.ظ، در آدرس 9300 Valley Children's Place Madera, CA 93636 دایر است. کمک‌ها و خدمات برای افراد دچار ناتوانی، نظیر اسناد با خط بریل، فرمت صوتی و سایر فرمت‌های الکترونیکی قابل‌دسترس نیز ارائه می‌شود. این خدمات به‌صورت رایگان ارائه می‌شوند.
<b>Hindi</b>	ध्यान दें: अगर आप अपनी भाषा में सहायता पाना चाहते हैं, तो कृपया (559)353-7009 पर कॉल करें या वैली चिल्ड्रन्स हॉस्पिटल के ऐडमिशन डिपार्टमेंट्स में जाएं। कार्यालय सोमवार – शुक्रवार, सुबह 9:00 बजे से शाम 4:00 बजे तक खुलता है और 9300 Valley Children's Place Madera, CA 93636 पर स्थित है। विकलांग व्यक्तियों के लिए सहायता और सेवाएँ, जैसे ब्रेल, बड़े अक्षरों, ऑडियो और अन्य सुलभ इलेक्ट्रॉनिक प्रारूपों में दस्तावेज़ भी उपलब्ध हैं। ये सेवाएँ निशुल्क हैं।
<b>Hmong</b>	UA ZOO MLOOG: Yog tias koj xav tau kev pab nyob rau koj yam lus, ces thov hu rau (559)353-7009 lossis mus ntsib lub chaw ua haujlwm Txais Nkag ntawm lub tsev kho mob Valley Children's Hospital. Lub chaw ua haujlwm no qhib hnuv Monday – Friday, thaum 9:00 am – 4:00 pm thiab nyob rau ntawm 9300 Valley Children's Place Madera, CA 93636. Kuj tseem muaj lwm yam kev pab thiab kev pab cuam rau cov neeg tsis taus, xws li cov ntaub ntawv ua ntawv xuas, ntawv luam loj, suab kaw, thiab lwm hom qauv ntawv hauv tshuab hluav taws xob uas nkag mus siv tau thiab. Cov kev pab cuam no yog muab pub dawb xwb.

<b>Japanese</b>	<p>注意：ご希望の言語での支援が必要な場合は、(559)353-7009までお電話いただくか、バレー小児病院 (Valley Children's Hospital) の入院受付事務局までお越しください。事務局は月曜日から金曜日の午前9時から午後4時まで営業しており、住所は9300 Valley Children's Place, Madera, CA 93636です。障害のある方への支援サービス（点字書類、大活字版、音声版、その他のアクセシブルな電子形式など）もご利用いただけます。このサービスは無料です。</p>
<b>Khmer</b>	<p>សូមយកចិត្តទុកដាក់ ៖ ប្រសិនបើអ្នកត្រូវការជំនួយបកប្រែជាភាសាបស្ចិមស្ទើរតែស្របគ្នាសូមទូរស័ព្ទទៅលេខ (559)353-7009 ឬចូលក្នុងការិយាល័យទទួលអ្នកជំងឺ នៅមន្ទីរពេទ្យ Children's Valley ។ ការិយាល័យនេះបើកពីថ្ងៃច័ន្ទ ដល់ថ្ងៃសុក្រ ចាប់ពីម៉ោង 9:00 ព្រឹក ដល់ ម៉ោង 4:00 ល្ងាច ហើយមានទីតាំងនៅអាសយដ្ឋានលេខ 9300 Valley Children's Place Madera, CA 93636 ។ ជំនួយ និងសេវាសម្រាប់ជនពិការ ដូចជាឯកសារជាអក្សរស្នាប ការបោះពុម្ពអក្សរធំ ឯកសារសំឡេង និងឯកសារក្នុងទម្រង់អេឡិចត្រូនិកផ្សេងទៀត ក៏មានផ្តល់ជូនដែរ ។ សេវាទាំងនេះយើងផ្តល់ជូនដោយឥតគិតថ្លៃ ។</p>
<b>Korean</b>	<p>참고: 귀하의 언어로 도움이 필요하다면 (559)353-7009에 전화하거나 벨리 아동병원(Valley Children's Hospital)의 입원과에 방문하시기 바랍니다. 진료소는 월요일~금요일, 오전 9:00~오후 4:00에 운영하며, 위치는 9300 Valley Children's Place Madera, CA 93636에 있습니다. 점자 문서, 큰 글씨, 오디오, 기타 접근 가능한 전자 형식과 같은 장애인을 위한 보조 도구 및 서비스도 제공됩니다. 이 서비스들은 무료입니다.</p>
<b>Punjabi</b>	<p><u>ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ (559)353-7009 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ ਵੈਲੀ ਚਿਲਡਰਨਜ਼ ਹਸਪਤਾਲ ਵਿਖੇ 'ਦਾਖਲਾ ਦਫ਼ਤਰ' ਵਿਖੇ ਜਾਓ। ਦਫ਼ਤਰ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ, ਸਵੇਰੇ 9:00 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 4:00 ਵਜੇ ਤੱਕ ਖੁੱਲ੍ਹਾ ਰਹਿੰਦਾ ਹੈ ਅਤੇ 9300 ਵੈਲੀ ਚਿਲਡਰਨਜ਼ ਪਲੇਸ ਮਡੇਰਾ, CA 93636 'ਤੇ ਸਥਿਤ ਹੈ। ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬੇਲ ਲਿਪੀ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿੱਚ ਪ੍ਰਿੰਟ, ਆਡੀਓ ਅਤੇ ਹੋਰ ਪਹੁੰਚਯੋਗ ਇਲੈਕਟ੍ਰਾਨਿਕ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਦਸਤਾਵੇਜ਼ ਵੀ ਉਪਲਬਧ ਹਨ।</u></p>
<b>Russian</b>	<p>ВНИМАНИЕ: Если вам нужна помощь на вашем языке, пожалуйста, позвоните по номеру (559) 353-7009 или посетите приемное отделение детской больницы Valley Children's. Отделение работает с понедельника по пятницу с 9:00 до 16:00 и расположено по адресу: 9300 Valley Children's Place Madera, CA 93636. Также доступны вспомогательные средства и услуги для людей с ограниченными возможностями, в том числе документы со шрифтом Брайля, крупным шрифтом, в аудио и других удобных электронных форматах. Эти услуги предоставляются бесплатно.</p>
<b>Simplified Chinese</b>	<p>注意：如果您在语言方面需要提供协助，请致电 (559)353-7009 或前往 Valley Children's Hospital 的入院办理处。办理处的开放时间为周一至周五上午 9:00 至下午 4:00，地址为 9300 Valley Children's Place Madera, CA 93636。此外，可为残障人士提供辅助和服务，如提供盲文版、大字体印刷版、音频版及其他无障碍电子格式的文件。这些服务是免费的。</p>

<b>Spanish</b>	<p><b>ATENCIÓN:</b> Si usted necesita ayuda en su idioma, llame al número telefónico (559) 353-7009 o acuda a la oficina de Ingreso Hospitalario (<i>Admissions</i>) de <i>Valley Children's Hospital</i>. La oficina está abierta de lunes a viernes, de 9:00 a. m. a 4:00 p. m. y la dirección es: 9300 Valley Children's Place, Madera, CA 93636. También se ofrecen ayuda y servicios para personas con discapacidades, como documentos en braille, en letra grande, en audio y otros formatos accesibles. Estos servicios son gratuitos.</p>
<b>Tagalog</b>	<p><b>PAUNAWA:</b> Kung kailangan mo ng tulong sa iyong wika, pakitawagan ang (559)353-7009 o bisitahin ang Admissions office sa Valley Children's Hospital. Bukas ang opisina Lunes – Biyernes, 9:00 – 4:00 pm at matatagpuan sa 9300 Valley Children's Place Madera, CA 93636. Available din ang mga pantulong at serbisyo sa mga taong may kapansanan, gaya ng mga dokumento sa braille, malalaking print, audio, at iba pang naa-akses na elektronikong format. Ang mga serbispong ito ay libre.</p>
<b>Thai</b>	<p>หมายเหตุ: หากคุณต้องการความช่วยเหลือในภาษาของคุณ โปรดโทร (559)353-7009 หรือ ไปที่แผนกงานรับผู้ป่วย ที่ Valley Children's Hospital สำนักงานเปิดทำการตั้งแต่ วันจันทร์ – วันศุกร์ เวลา 9.00 – 16.00 น. และตั้งอยู่ที่ 9300 Valley Children's Place Madera, CA 93636 นอกจากนี้ยังมีสิ่งช่วยเหลือและบริการต่าง ๆ สำหรับผู้พิการ เช่น เอกสารอักษรเบรลล์ สิ่งพิมพ์ตัวอักษรขนาดใหญ่ เสียง และในรูปแบบอิเล็กทรอนิกส์ที่เข้าถึงได้อื่น ๆ บริการเหล่านี้ไม่มีค่าใช้จ่าย</p>
<b>Traditional Chinese</b>	<p>注意：如果您在語言方面需要提供協助，請致電 (559)353-7009 或前往 Valley Children's Hospital 的入院登記處。登記處的辦公時間為週一至週五上午 9:00-下午 4:00，地址為 9300 Valley Children's Place Madera, CA 93636。我們也為殘障人士提供輔助工具和服務，例如點字、大字體、音頻和其他無障礙電子格式的文檔。這些服務都是免費的。</p>
<b>Vietnamese</b>	<p><b>LƯU Ý:</b> Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi (559) 353-7009 hoặc đến Phòng Tiếp Nhận tại Bệnh Viện Valley Children. Văn phòng mở cửa từ Thứ Hai đến Thứ Sáu, 9 giờ sáng – 4 giờ chiều và tọa lạc tại 9300 Valley Children's Place Madera, CA 93636. Ngoài ra chúng tôi còn có các dịch vụ hỗ trợ cho người khuyết tật như tài liệu chữ nổi, bản in chữ lớn, âm thanh và các định dạng điện tử dễ tiếp cận khác. Chúng tôi cung cấp miễn phí các dịch vụ này.</p>