

HCAI Patient Billing Statement Required Updates

Your Rights: State and federal law require debt collectors to treat you fairly and prohibit debt collectors from making false statements or threats of violence, using obscene or profane language, or making improper communications with third parties, including your employer. Except under unusual circumstances, debt collectors may not contact you before 8:00 a.m. or after 9:00 p.m. In general, a debt collector may not give information about your debt to another person, other than your attorney or spouse. A debt collector may contact another person to confirm your location or to enforce a judgment. For more information about debt collection activities, you may contact the Federal Trade Commission by telephone at 1-877FTC-HELP (328-4357) or online at <https://www.ftc.gov/>.

Nonprofit credit counseling services, as well as consumer assistance from local legal services offices, may be available in your area. Please contact the Customer Service Billing department at (800) 308-3285 for a referral.

Third Party Coverage. Please notify Stanford Medicine Children's Health if you have health insurance, Medicare, Medi-Cal, or other coverage for the services you received at Stanford Medicine Children's Health. If you do not have such coverage, you may be eligible for Medicare, Medi-Cal, coverage offered through the California Health Benefit Exchange, California Children's Services program, other state- or county-funded health coverage, or charity care. If you would like an application for the Medi-Cal program, coverage offered through the California Health Benefit Exchange, or other state- or county-funded health coverage, please contact the Customer Service Billing department at (800) 308-3285.

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. Please contact the Customer Service Billing department at (800) 308-3285 for further information.

Availability of Financial Assistance. Stanford Medicine Children's Health has a variety of options available for paying your health care bills, including payment plans and charity care or discounts to our patients who are uninsured or underinsured and meet certain low- and moderate-income requirements. We will assist you in determining if you qualify for financial assistance or if there are programs available that may help pay for your medical services. If an application has been submitted for another health coverage program at the same time that you submit an application for financial assistance, neither application shall preclude eligibility for the other program. For more information regarding financial assistance or to obtain a copy of the Stanford Medicine Children's Health Financial Assistance Policy, please call (800) 308-3285 or visit <https://www.stanfordchildrens.org/en/patients-families/financial-assistance->

[english.html](#). This information along with our Financial Assistance Policy's Plain Language Summary can also be found on the back of your billing statements.

Price Transparency. Stanford Medicine Children's Health provides information about the costs of certain services to help consumers make informed decisions about their care. We post a list of standard charges for more than 300 services provided at Stanford Medicine Children's Health. Please visit the following website for more information: <https://www.stanfordchildrens.org/en/patients-families/finance-assistance/cost-estimator.html>

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.

ATTENTION: If you need help in your language, please call 650-497-8000 or visit any Stanford Medicine Children's Health location. Interpretation services are available 24/7. Aids and services for people with disabilities, like documents in braille, large print, audio, and other accessible electronic formats are also available. TTY phones are also accessible. These services are free.