

Help Paying Your Bill

Stanford Medicine Children's Health offers Financial Assistance to financially qualified patients.

How to Apply

You may apply for Financial Assistance using the application form that is available at the following locations:

- The Patient Admitting Department at Lucile Packard Children's Hospital, located at 725 Welch Rd, Suite G26, Palo Alto, California 94304
- Online at the following website:
 - o <https://www.stanfordchildrens.org/content/dam/sch/content-public/patient-families/pdf/finance-assistance/financial-assistance-application.pdf>
- By calling (800) 308-3285 and requesting a financial assistance application from Stanford Medicine Children's Health representatives.

You may also submit an application by speaking with a representative from the patient financial services department, who will assist you with completing the application.

Hospital Bill Complaint Program

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

<https://hcai.ca.gov/affordability/hospital-fair-billing-program/hospital-bill-complaint-program/> for more information and to file a complaint.

More Help

There are 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 Patient Financial Services for further information.

Help for Patients with Disabilities

Please contact Patient Financial Services department at (800) 308-3285 if you would like to obtain a copy of this notice in an accessible format, including but not limited to large print, audio, or other accessible electronic formats.