

Getting Assistance with Your Bill

This is for anyone who receives medically necessary services from Lucile Packard Children's Hospital Stanford ("LPCH").

The Plain Language Summary and Financial Assistance Policy for getting assistance with your bill are available in English, Spanish, Chinese, Vietnamese and Tagalog. We will also assist you with translation to other languages.

How Do I Qualify for Financial Assistance?

LPCH is committed to providing financial assistance to qualified low-income patients and patients who have insurance that requires the patient to pay significant portion of their care.

You can ask for help with your bill at any time during your visit or billing process. During the application process you will be asked to provide information regarding the number of people in your family, your monthly income, and other information that will assist the hospital with determining your eligibility for Financial Assistance. You may be asked to provide a pay stub, tax records, and proof of medical expenses incurred outside of LPCH to process your application.

If your yearly income is less than or equal to 400% of the current Federal Poverty Guideline, you may not have to pay your bill. You are responsible for providing required information in a timely manner.

Federal Poverty Guidelines can be found at: <https://aspe.hhs.gov/poverty-guidelines>

You may qualify for assistance with all or part of your bill. After you submit the application, the hospital will review the information and notify you in writing regarding your eligibility.

How Can I Apply for Financial Assistance?

To obtain a free copy of the LPCH Financial Assistance Application, Financial Assistance Policy, or this Plain Language Summary, please go to:

<http://www.stanfordchildrens.org/en/patient-family-resources/financial-assistance-english>

and follow the links to access each of the above listed application, policy or summary in your preferred language.

You can apply for help with your bill in person, by mail, or online. You can request help with the application process and pick-up or request a mailed application, plain language summary and/or a copy of the Financial Assistance Policy by calling us at 1-800-308-3285 or visiting us at the Stanford Children's Health Business Office located at 4700 Bohannon Drive Menlo Park, CA.

Paperwork

You are responsible for providing information timely about your health benefits, income, assets, and any other paperwork that will help to see if you qualify. Paperwork might be bank statements, income tax forms, check stubs, proof of medical expense, or other information.

Medically Necessary Care

If you qualify for help with your bill, you will not be charged more for medically necessary care than amounts generally billed to patients insured by Medicare.

Collection Activities

Patients can apply for help with their bill at any time during the collection process by contacting the Customer Service Department at 1-800-308-3285.

LPCH may employ reasonable collection efforts to obtain payment from patients. General collection activities may include issuing patient statements, phone calls, and referral of statements that have been sent to the patient or guarantor. Bills that are not paid 120 days after the first billing date may be placed with a collection agency. LPCH or collection agencies will not engage in any extraordinary collection actions (as defined by the LPCH Debt Collection Policy).

Copies of the LPCH Debt Collection Policy may be obtained free of charge on the Stanford Medicine Children's Health financial assistance website at

<http://www.stanfordchildrens.org/en/patient-family-resources/financial-assistance-english>

and follow the link to access the policy in your preferred language, or by requesting a copy via phone at 1-800-308-3285 or visiting us at the SCH Business Office - 4700 Bohannon Drive Menlo Park, CA.

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