



Financial Assistance Policy Plain Language Summary

PIH Health Good Samaritan Hospital provides Financial Assistance to qualified uninsured or underinsured individuals who are unable to pay all or part of their hospital bills for medically-necessary services. Ways we can help you:

Benefits Assistance: If you do not have health insurance, PIH Health Good Samaritan Hospital can help you find and apply for no cost or low cost programs that may cover your medical bills. If you are eligible for Financial Assistance, you will not be charged more than the amounts generally billed (AGB) for emergency or other medically-necessary care.

Charge Limitations: The hospital limits its charges for medically necessary care provided to Financial Assistance Policy-eligible individuals to no more than amounts generally billed to individuals who have insurance covering such care.

Uninsured Discounts: PIH Health Good Samaritan Hospital offers a discount to patients who may not have health insurance (Self Pay Discount). Bills to the uninsured reflect significant Self Pay discounts that equate to contracted government-sponsored plan rates (or less).

Charity Care Discounts: Patients whose family income does not exceed 350% of the federal poverty level (FPL) can be considered under this policy. Patients from families with high incomes (or undocumented incomes) may also qualify if PIH Health Good Samaritan Hospital staff reasonably determines the Patient is unlikely to have the resources to pay for the care.

High Medical Cost Patient Discounts: Patients with insurance or who are eligible for payment from another source, but who have family income at or below 350% of the FPL and out-of-pocket medical expenses in the prior twelve (12) months (whether incurred in or out of any hospital) that exceed 10% of family income can be considered for this discount.

Payment Plans: If you are unable to make the full payment of your bill, we can help you find a financial payment plan that works with your budget.

Emergency Care: PIH Health Good Samaritan Hospital's Emergency Room provides care for emergency medical care regardless of a person's ability to pay or apply for Financial Assistance.

Applying for Financial Assistance: Any patient may apply to receive Financial Assistance. Financial Assistance is available for qualified uninsured or underinsured individuals who meet certain income requirements, based on federal poverty guidelines. The full Financial Assistance Policy and the application form are available for free by mail, telephone, or from our website at PIHHealth.org/Assistance and are available in English, Spanish and Korean.

During the application process you will be asked to provide the following information:

- The number of people in your family
- Your household monthly income and expenses
- Two months of pay stubs, bank statements, and/or tax records

Please mail your completed application and attachments to:
PIH Health Good Samaritan Hospital
Attention: Patient Financial Services
1225 Wilshire Boulevard
Los Angeles, CA 90017-2395

After you apply for Financial Assistance:

- If PIH Health Good Samaritan Hospital also helped you to apply for governmental assistance programs, we will wait until you receive a determination of your governmental coverage before we process your Financial Assistance application.
- If you have any questions during the application process or disagree with our determination of Financial Assistance, you can contact us at **213-482-2700**.

Contact Us

If you have any questions or would like to talk to someone about Financial Assistance or need help completing the application, please contact us:

- To speak with a Customer Service Representative, call **213-482-2700**
- To download our Financial Assistance Application: PIHHealth.org/Assistance
- To request the FAP or application by mail:
PIH Health Good Samaritan Hospital
Attention: Patient Financial Services – FAP Unit
1225 Wilshire Boulevard
Los Angeles, CA 90017-2395
- To get more information or pick up an application in person:
PIH Health Good Samaritan Hospital
Patient Financial Services
1225 Wilshire Boulevard
Los Angeles, CA 90017-2395