



Financial Assistance Program Plain Language Summary

Thank you for choosing Tri-City Health Care District for your hospital services. Tri-City Health Care District strives to advance the health and wellness of the community we serve. This information is designed to help our patients understand the financial assistance that is available to eligible patients.

Tri-City Health Care District Financial Assistance Program (Charity Care):

Financial Assistance is available to you if you don't have the resources to pay your hospital expenses and don't qualify for any government programs. Any uninsured patient who indicates an inability to pay will be screened for charity care. Additionally, at the discretion of the Hospital, any insured patient who indicates an inability to pay their liability after their insurance has paid will be screened for Discounted Payment Program. A discount rate is applied automatically at the time of billing to uninsured individuals.

Determination of eligibility for the financial assistance program is made based on review of a completed Financial Assistance Application and supporting documents, including proof of income, assets, and liabilities. Generally, patients with family income at or below 400% of the Federal Poverty Level will be eligible for a discount of 100%. We will not charge patients qualified for financial assistance more than the discounted financial assistance amount.

An emergency physician, as defined in Section 127450 of California Health & Safety code Chapter 2.5 of Division 107, who provides emergency medical services in a hospital that provides emergency care, is also required by law to provide discounts to the uninsured patients or patients.

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 Billing Complaint Program. Go to [Hospital Fair Billing Program - HCAI](#) for more information to file a complaint.

How to Obtain Copies of Our Financial Assistance Program Policy (Charity Care):

You may obtain a copy of our Financial Assistance Policy and Application on the Tri-City Medical Center website tricitymed.org/patients-visitors/patient-services/billing-insurance-financial-assistance/ or in our Emergency Department, Admitting Department, Cashier Office, and or by contacting the Patient Accounting (760)-940-7329

How to Obtain Information and Assistance Regarding Our Financial Assistance Program:

For information regarding our Financial Assistance Program, please visit our website tricitymed.org/patients-visitors/patient-services/billing-insurance-financial-assistance/ Or contact our Billing Office at (760) 940- 7329 Monday-Friday 8:00am-4:30pm or The Access Management Department at (760) 940-3151 Sun-Sat 8:00am-4:00pm



Price Estimator for Shoppable Services

The information provided is an estimate of services performed in the hospital space and is not a guarantee of final billed charges. You may view Tri-City Healthcare District's shoppable services at tricitymed.patientsimple.com/guest/#/index.

Providers Who Do Not Participate in Financial Assistance

This information applies only to your hospital bill and does not include any bills received from physicians, anesthesiologists, laboratory tests, clinical professionals, ambulance companies, etc. that may bill you separately for their services.

Medi-Cal, Medi-Cal Hospital Presumptive Eligibility, and Government Program Eligibility:

You may be eligible to receive benefits from a government sponsored health benefit program. Tri-City Health Care District has staff available to assist you with applying for government assistance to pay your hospital bill. This facility also contracts with a company that may assist you further, if needed. Please contact (760) 940-7059 or (760) 940-7064 for assistance.

Covered California:

Covered California is a free service from the state of California that connects California with brand-named health insurance. coveredca.com

Health Consumer Alliance

There are organizations to help you understand the billing and payment process. These organizations can be contacted by phone (855) 827-3633 or online at healthconsumer.org. **Financial Assistance from San Diego County:**

2-1-1 San Diego can help you locate financial assistance for energy bill payment, medical expenses, public programs, mortgage consultation, and more. You can reach the program by phone 2-1-1 or online at 211sandiego.org/financial-assistance.



Language Assistance

Language assistance services are available free of charge at Tri-City Medical Center. These services, which may include telephonic and video remote interpreting (VRI) are available 24 hours/day, 365 days/year, in over 200 languages.

Asistencia con el idioma

Los servicios de asistencia con el idioma están disponibles sin costo en Tri-City Medical Center. Estos servicios, que podrían incluir interpretación por vía telefónica y por video remoto, están disponibles 24 horas al día, 365 días al año en más de 200 idiomas.

Spanish Español	ATENCIÓN: si usted habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al 1.855.SALUD.TCMC (855.725.8382) (TDD/TTY en español: 1.800.855.3000).
Chinese 繁體中文	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1.855.222.TCMC (8262) (TTY: 1.800.735.2929)。
Vietnamese Tiếng Việt	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1.855.222.TCMC (8262) (TTY: 1.800.73.2929).
Filipino/Tagalog Filipino/Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1.855.222.TCMC (8262) (TTY: 1.800.735.2929).
Arabic فارسی	ملاحظة: إذا تتحدث لغة غير الانكليزية، يوجد لدينا خدمات الترجمة الفورية وهي خدمات مجانية لكافة المراجعين. للحصول على هذه الخدمات، يرجى الاتصال بالرقم 8262-855.222. لطلب خدمات الترجمة للصم والبكم، يرجى الاتصال بالرقم 2929-735-800-1
Farsi العربية	توجه: خدمات رایگان جهت ترجمه برای فارسی زبانها موجود میباشد. لطفا برای راهنمایی با شماره های زیر تماس حاصل نمائید. (TTY: 1.800.735.2929) 1.855.222.8262
Russian Русский	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1.855.222.TCMC (8262) (TTY: 1.800.735.2929).
Serbo-Croatian Srpsko-hrvatski	OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1.855.222.TCMC (8262) (TTY – Telefon za osobe sa oštećenim govorom ili sluhom: 1.800.735.2929).



Tri-City Medical Center

Korean 한국어	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-222-TCMC (8262) (TTY: 1.800.735.2929) 번으로 전화해 주십시오.
German Deutsch	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1.855.222.TCMC (8262) (TTY: 1.800.735.2929).
Japanese 日本語	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1.855.222.TCMC (8262) (TTY: 1.800.735.2929) まで、お電話にてご連絡ください。
American Sign Language	ATTENTION: If you communicate using American Sign Language, free language assistance services are available to you: Tri-City Health Link: 1.855.222.TCMC (8262). The hospital's main line: 760.724.8411. TDD/TTY: 1.800.735.2929.
Ukrainian Українська	УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1.855.222.TCMC (8262) (телетайп: 1.800.735.2929).
Hindustani: Hindi Urdu हिन्दुस्तानी, हिन्दी – ہندوستانی رُو	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-222-TCMC (8262) (TTY: 1.800.735.2929) पर कॉल करें। خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 222-1.855-TCMC (8262) (TTY: 1.800.735.2929).
Portuguese Português	ATENÇÃO: Se fala português, encontram-se disponíveis serviços grátis de assistência no idioma. Ligue para 1.855.222.TCMC (8262) (TTY: 1.800.735.2929).