



## Hospital Financial Assistance Notice to Patients

Pursuant to California law, the following notice must be provided to you in a hardcopy format.

### Help Paying Your Bill

#### **Financial Assistance Program for Uninsured or Underinsured Patients**

St Rose Hospital offers financial counseling and assistance to meet the changing financial situations and challenges of our patients. Available resources include discounts, presumptive Medi-Cal, charity care, monthly payment plans and many other financial programs.

### Financial Assistance Programs

**Covered California:** Covered California is a free service that helps Californians find quality, brand-name health insurance under the Affordable Care Act. You may be eligible for financial assistance to lower the cost of your health plan through Covered California. Covered California service center can be reached at (800)300-1506.

**Medi-cal Presumptive Eligibility:** “Presumptive Eligibility” is a program under Medi-Cal that allows certain hospitals to temporarily enroll individuals in Medi-Cal before the full Medi-Cal application is completed. It gives immediate, temporary coverage so needed medical services aren’t delayed while the paperwork is being process. Please contact St Rose Hospital Patient Advocate at 510-780-4342 for more information.

**Charity Care:** Hospital Financial Assistance is available to qualified low income patients and patients who have insurance that required the patient to pay a significant portion of the care. Full Charity Care will be offered to eligible patients whose Family Income is at

or below 400% of the Federal Poverty Guidelines. Please contact our Patient Advocate at 510-780-4342 to see if you qualify.

**Discounted Care:** Patients with household incomes between 400% and 500% of the Federal Poverty Guidelines may qualify for discounted care through our Hospital Financial Assistance Program. If eligible, you could receive a reduction on your outstanding balance. To learn more or check your eligibility, please contact our Patient Advocate at (510) 780-4342.

**Shoppable Services:** St Rose Hospital offers an online Cost Estimator tool to help you manage your health care needs. The online tool can be found at: <https://strosehospital.org/patient-estimates/>

### How to Apply

St Rose Hospital will provide financial assistance to patients that may not have sufficient financial resources to pay for services. Please view our Plain Language Summary on our hospital website in [English](#) or [Spanish](#) for additional information.

To view our Financial Assistance Policy, please visit our website online at: <https://strosehospital.org/financial-assistance/>. For more information, you can inquire with the Patient Advocate at the hospital 510-780-4342 or by calling the business office directly at 510-264-4016. You can also download the financial assistance application in [English](#) or [Spanish](#) from our website.

### More Help

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 [healthconsumer.org](http://healthconsumer.org) for more information.

## Questions

If you need assistance or have any questions, you can contact the business office directly at 510-264-4016.

## 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 [HospitalBillComplaintProgram.hcai.ca.gov](http://HospitalBillComplaintProgram.hcai.ca.gov) for more information and to file a complaint.

## Language Assistance

### **English:**

If you need help in your language, please call 510-780-4342 or visit St Rose Hospital Patient Financial Advocate located in the Main Admitting office on the 1<sup>st</sup> floor. Office hours are Monday through Friday 9:00am to 5:00pm

Hospital address: 27200 Calaroga Ave Hayward ,CA 94545

### **Spanish:**

Si necesita ayuda en su idioma, llame al 510-780-4342 o visite al Defensor Financiero del Paciente del Hospital St Rose, ubicado en la oficina de admisión principal en el 1.er piso. El horario de atención es de lunes a viernes de 9:00 a. m. a 5:00 p. m.

Dirección del hospital: 27200 Calaroga Ave Hayward, CA 94545

### **Arabic:**

إذا كنت بحاجة إلى المساعدة بلغتك، يُمكنك الاتصال بالرقم 510-780-4342 أو زيارة مستشار الشؤون المالية للمرضى في مستشفى سانت روز، مكتب التسجيل الرئيسي بالطابق الأول. ساعات العمل: الاثنين إلى الجمعة من الساعة 9:00 صباحًا حتى 5:00 مساءً.

عنوان المستشفى: 27200 Calaroga Ave Hayward, CA 94545

## Armenian

Եթե ձեզ օգնություն է անհրաժեշտ ձեր լեզվով, խնդրում ենք զանգահարել 510-780-4342 հեռախոսահամարով կամ այցելել Սուրբ Ռոզա հիվանդանոցի հիվանդների ֆինանսական խորհրդատուի գրասենյակ, որը գտնվում է 1-<sup>ին</sup> հարկում գտնվող զինավոր ընդունարանի մոտ: Աշխատանքային ժամերն են երկուշաբթից ուրբաթ, առավոտյան 9:00-ից մինչև երեկոյան 5:00:

Հիվանդանոցի հասցեն՝ 27200 Կալարոգա ավենյու, Հայուորդ, Կալիֆոռնիա 94545

## Cambodian

ប្រសិនបើអ្នកត្រូវការជំនួយជាភាសាសរបស់អ្នក សូមទូរសព្ទមកលេខ 510-780-4342  
ឬទៅជួបអ្នកតស៊ូមតិផ្នែកហិរញ្ញវត្ថុអ្នកជំងឺមន្ទីរពេទ្យ St Rose  
ដែលមានទីតាំងនៅក្នុងការិយាល័យទទួលអ្នកជំងឺជំនាន់ 1<sup>st</sup>  
ម៉ោងធ្វើការគឺចាប់ពីថ្ងៃចន្ទដល់ថ្ងៃសុក្រ ចាប់ពីម៉ោង 9:00 ព្រឹកដល់ម៉ោង 5:00 ល្ងាច

អាសយដ្ឋានមន្ទីរពេទ្យ: 27200 Calaroga Ave Hayward, CA 94545

## Chinese (Simplified):

如果您需要母语帮助，请拨打510-780-4342或访问位于1楼主挂号处的St Rose医院患者金融支持人员，办公时间为周一至周五，上午9点至下午5点

医院地址：27200 Calaroga Ave Hayward ,CA 94545

## Chinese (Traditional):

若需要取得使用您母語語言的協助，請致電 510-780-4342 或前往總醫療事務室 1 樓的 St. Rose 醫院患者財務顧問 (Patient Financial Advocate) 部門；服務時間：週一至週五 上午 9:00 - 下午 5:00

醫院地址：27200 Calaroga Ave Hayward ,CA 94545

## Dari:

اگر به دریافت کمک به زبان خود نیاز دارید، لطفاً با شماره 4342-780-510 تماس بگیرید یا به نماینده امور مالی بیماران در شفاخانه St Rose مراجعه کنید که در دفتر پذیرش اصلی در طبقه اول موقعیت دارد. ساعات کاری از دوشنبه تا جمعه، از ساعت 9:00 صبح تا 5:00 عصر می باشد

آدرس شفاخانه: 27200 Calaroga Ave Hayward ,CA 94545

## Farsi:

بیمارستان St Rose واقع در دفتر پذیرش اصلی در طبقه اول مراجعه کنید. ساعات کاری از دوشنبه تا جمعه، ساعت 9:00 صبح تا 5:00 بعد از ظهر است.

Hospital address: 27200 Calaroga Ave Hayward ,CA 94545

## French:

Si vous avez besoin d'une assistance dans votre langue, veuillez appeler le 510-780-4342 ou vous rendre au bureau du défenseur des intérêts financiers des patients de l'hôpital St Rose, situé dans le bureau d'admission principal au 1er étage. Les heures de bureau sont du lundi au vendredi de 9 h à 17 h.

Adresse de l'hôpital : 27200 Calaroga Ave Hayward, CA 94545

## Hindi:

यदि आपको अपनी भाषा में सहायता की आवश्यकता है, तो कृपया 510-780-4342 पर कॉल करें या सेंट रोज अस्पताल के मरीज वित्तीय अधिवक्ता से मिलें, जो पहली मंजिल पर मुख्य दाखिला कार्यालय में स्थित है। कार्यालय का समय सोमवार से शुक्रवार सुबह 9:00 बजे से शाम 5:00 बजे तक है।

अस्पताल का पता: 27200 कैलारोगा एवेन्यू, हेवर्ड, CA 94545

## Hmong

Yog koj xav tau kev pab ua koj hom lus, thov hu rau 510-780-4342 lossis mus ntsib Tsev Kho Mob St. Rose tus neeg pab nyiaj rau cov neeg mob nyob hauv chav sau npe loj pem thawj plag tsev. Chav haujlwm qhib hnuv Monday txog hnuv Friday thaum 9 teev sawv ntxov txog 5 teev tsaus ntuj.

Chaw nyob tsev kho mob: 27200 Calaroga Ave Hayward, CA 94545

## Japanese

ご使用の言語でのサポートが必要な場合は、510-780-4342 までお電話いただくか、St Rose Hospitalの患者向け財務アドバイザーまでお越しく下さい。場所は1<sup>st</sup>階の入院受付（Main Admitting Office）です。受付時間：月曜日～金曜日 午前9:00～午後5:00

病院住所 : 27200 Calaroga Ave, Hayward, CA 94545

**Korean:**

본인이 사용하는 언어로 도움을 받고자 할 경우, 510-780-4342로 전화하거나 본관 1층 입원 사무실에 위치한 성 로제 병원 의료비 재정 지원 부서(St Rose Hospital Patient Financial Advocate)를 방문해주세요. 방문 가능 날짜는 월요일부터 금요일까지이며 방문 가능 시간은 오전 9시부터 오후 5시까지입니다.

병원 주소: 27200 Calaroga Ave Hayward, CA 94545

**Portuguese Brazilian:**

Se precisar de ajuda no seu idioma, ligue para 510-780-4342 ou visite o St Rose Hospital Patient Financial Advocate, localizado no escritório de admissão principal no 1º andar. O horário de atendimento é de segunda a sexta, das 9h às 17h.

Endereço do hospital: 27200 Calaroga Ave Hayward, CA 94545

**Portuguese European:**

Se precisar de ajuda no seu idioma, telefone para 510-780-4342 ou visite o St Rose Hospital Patient Financial Advocate, localizado no gabinete de admissão principal no 1º andar. O horário de atendimento é de segunda a sexta, das 9h às 17h.

Endereço do hospital: 27200 Calaroga Ave Hayward, CA 94545

**Punjabi**

ਜੇਕਰ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 510-780-4342 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ 1<sup>st</sup> ਮੰਜ਼ਿਲ 'ਤੇ ਮੁੱਖ ਦਾਖਲਾ ਦਫ਼ਤਰ ਵਿੱਚ ਸੇਂਟ ਰੋਜ਼ ਹਸਪਤਾਲ ਵਿਖੇ ਮਰੀਜ਼ ਵਿੱਤੀ ਵਕੀਲ ਨੂੰ ਮਿਲੋ। ਦਫ਼ਤਰ ਦਾ ਸਮਾਂ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ, ਸਵੇਰੇ 9:00 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 5:00 ਵਜੇ ਤੱਕ ਖੁੱਲ੍ਹਾ ਹੁੰਦਾ ਹੈ।

ਹਸਪਤਾਲ ਦਾ ਪਤਾ: 27200 ਕੈਲਾਰੋਗਾ ਐਵੇਨਿਊ ਹੇਵਰਡ, CA 94545

**Russian:**

Если Вам нужна помощь на Вашем языке, позвоните по телефону 510-780-4342 или обратитесь к финансовому консультанту пациентов больницы St Rose,

который находится в главном приемном отделении на 1-ом этаже. Часы работы офиса: понедельник-пятница с 9:00 до 17:00.

Адрес больницы: 27200 Calaroga Ave Hayward, CA 94545

### **Tagalog:**

Kung kailangan mo ng tulong sa iyong wika, mangyaring tumawag sa 510-780-4342 o bumisita sa Tagapagtaguyod ng Pananalapi ng Pasyente (Patient Financial Advocate) ng St. Rose Hospital na matatagpuan sa pangunahing opisina ng pagtanggap ng pasyente na nasa ika-1 palapag. Bukas ang opisina Lunes hanggang Biyernes 9:00am hanggang 5:00pm.

Address ng ospital: 27200 Calaroga Ave Hayward, CA 94545

### **Thai**

หากคุณต้องการขอรับความช่วยเหลือในภาษาของคุณ กรุณาโทร 510-780-4342 หรือไปที่ St Rose Hospital Patient Financial Advocate (ผู้สนับสนุนด้านการเงินของผู้ป่วยแห่งโรงพยาบาลเซนต์โรส) ซึ่งตั้งอยู่ในฝ่ายรับผู้ป่วยในส่วนหลักบนชั้น 1 เปิดทำการวันจันทร์ถึงวันศุกร์ เวลา 9.00 น. ถึง 17.00 น.

ที่อยู่โรงพยาบาล: 27200 Calaroga Ave เฮย์วาร์ด รัฐแคลิฟอร์เนีย 94545

### **Vietnamese:**

Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi 510-780-4342 hoặc đến St Rose Hospital Patient Financial Advocate tại văn phòng tiếp nhận chính ở tầng 1. Giờ làm việc là từ Thứ Hai đến Thứ Sáu, từ 9:00 sáng đến 5:00 chiều.

Địa chỉ bệnh viện: 27200 Calaroga Ave Hayward, CA 94545

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