



HELP PAYING YOUR BILLS

You may qualify for help paying your bills from the County of Santa Clara Health System (CSCHS). Our Healthcare Access Program (HAP) provides free or discounted medically necessary services and supplies to eligible patients who (1) are uninsured or (2) have insurance and high out-of-pocket medical costs. Applicants will also be screened for Medi-Cal, Medi-Cal presumptive eligibility, Covered California, and other public healthcare programs.

A patient may be eligible for the HAP if they have gross family income below 650% of the Federal Poverty Level (FPL) **AND** fit into one of the following categories:

- a. The patient does not have health insurance (or another source of payment for medically necessary services or supplies); **OR**
- b. The patient has health insurance but has incurred annual out-of-pocket costs at CSCHS that are higher than 10% of the patient’s current family income or family income over the past 12 months, whichever is lower; **OR**
- c. The patient has health insurance but they and/or their family members have paid annual out-of-pocket medical expenses that are higher than 10% of the patient’s family income.

650% of Federal Poverty Level (FPL) (2024)		
<i>Persons in family/ household</i>	<i>Monthly Income</i>	<i>Annual Income</i>
1	\$8,158	\$97,890
2	\$11,072	\$132,860
3	\$13,986	\$167,830
4	\$16,900	\$202,800
5	\$19,815	\$237,770
6	\$22,729	\$272,740
7	\$25,643	\$307,710
8	\$28,557	\$342,680
Please visit aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines to find the FPL guidelines for larger households.		

A patient who meets one of the above categories and whose family income is at or below 400% of the FPL is eligible for 100% discounted medically necessary services or supplies. A patient who is a Santa Clara County resident and whose family income is above 400% but below 450%, 550%, or 650% of the FPL is eligible for discounts of 70%, 50%, or 25%, respectively.

HOW TO APPLY FOR FINANCIAL ASSISTANCE

Step 1: Complete the CSCHS Financial Assistance Application

The application is available online at scvh.org/bill-help. A patient must make all reasonable efforts to submit a completed application and required documents to CSCHS within 180 days of the date on their first billing statement.

Step 2: Collect All Required Supporting Documents

A patient needs to provide **one of each** of the following documents with their application:

1. **Proof of identity** (for example: driver’s license, passport, government-issued ID, work or school ID, or birth certificate plus other ID, such as gym or Costco membership);

2. **Proof of income** (for example: recent pay stubs or income tax returns); and
3. **Proof of residency** (for example: rental contract/lease, mortgage statement, utility bill, vehicle registration, driver's license, declaration of homelessness, or support letter from a person the applicant is living with and proof of residency for that person).

Eligibility for some healthcare coverage programs may require additional documentation. If more documents are required, applicants will be instructed which documents to provide.

Step 3: Submit Your Complete Application and Supporting Documents to CSCHS

Completed applications with all the required documents can be faxed to 408-494-7848, delivered to the CSCHS Patient Access Department (770 S. Bascom Avenue, San José, CA 95128), or e-mailed to HHSVCApp@hhs.sccgov.org. Should you wish to e-mail CSCHS, we recommend that you encrypt your message to protect the privacy and security of your personal documents.

Eligible Santa Clara County residents may qualify for the HAP for a one-year period (unless they qualify for a third-party source of payment for healthcare services). Eligible non-County residents must apply for the HAP each time they receive care from CSCHS. Patients may apply for financial assistance and other healthcare coverage, such as Medi-Cal or Covered California, at the same time.

NEED HELP?

To get the full financial assistance policy, more information, and **free help** applying for financial assistance and healthcare coverage, please contact Patient Financial Services:

- **online** at scvh.org/bill-help;
- **by phone** at 866-967-4677 (8am to 4:30pm, Monday to Friday); or
- **in person** at 770 S. Bascom Avenue, San José, CA 95128 (same days and times as above).

For a list of CSCHS's shoppable services, please visit scvh.org/shoppable-services.

Language Assistance Services & Alternative Formats

To obtain this notice in another language or in an accessible alternative format—including, but not limited to, large print, braille, audio, and electronic formats that are accessible and may be read by a screen reader in a logical reading order—call 866-967-4677 (TTY: 711). These services are free.

Help Paying Your Bill

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 for more information.

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 for more information and to file a complaint.

ATTENTION: If you need help in your language, please call 1-866-967-4677 (TTY: 711) or visit Patient Financial Services. The office is open 8 a.m. to 4:30 p.m., Monday to Friday, and located at 770 S. Bascom Avenue, San José, CA 95128. Aids and services for people with disabilities, like documents in braille, large print, audio, and other accessible electronic formats are also available. These services are free.

ATENCIÓN: Si necesita ayuda en su idioma, llame al 1-866-967-4677 (TTY: 711) o visite Servicios Financieros para Pacientes. La oficina está abierta de 8 a.m. a 4:30 p.m., de lunes a viernes, y se encuentra en 770 S. Bascom Avenue, San José, CA 95128. También hay ayudas y servicios disponibles para personas con alguna discapacidad, como documentos en braille, letra grande, audio y otros formatos electrónicos accesibles. Estos servicios son gratuitos.

LƯU Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-866-967-4677 (Cho người câm điếc TTY: 711) hoặc ghé đến phòng Patient Financial Services. Văn phòng mở cửa từ 8 giờ sáng đến 4 giờ 30 chiều, từ thứ Hai đến thứ Sáu, và tọa lạc tại số 770 S. Bascom Avenue, San José, CA 95128. Hỗ trợ và dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi braille, chữ in lớn, phương tiện âm thanh và các phương tiện điện tử khác có thể truy cập cũng có sẵn. Những dịch vụ này thì miễn phí.

注意：如果您需要語言方面的協助，請致電 1-866-967-4677 (TTY: 711)或造訪患者財務服務部門 (Patient Financial Services)。該辦公室的開放時間為週一至週五上午 8 點至下午 4 點30分。地址位於加州聖荷西市 770 號S. Bascom 大道，郵政編碼95128。另有提供輔助殘障人士的服務：例如盲文、大字印刷、音訊和其他無障礙電子格式等。這些服務都是免費的。

注意：如果您需要语言方面的协助，请拨打1-866-967-4677 (TTY: 711) 或造访患者财务服务部门 (Patient Financial Services)。办公时间为周一至周五上午8点至下午4点30分，位于加州圣何塞市770号S. Bascom大道，邮编95128。另有提供辅助残疾人的服务，如盲文、大字体、音频和其他无障碍电子格式等。这些服务均为免费。

ATENSYON: Kung kailangan mo ng tulong sa iyong wika, mangyaring tumawag sa 1-866-967-4677 (TTY: 711) o bisitahin ang Patient Financial Services. Ang opisina ay bukas mula 8 a.m. hanggang 4:30 p.m., Lunes hanggang Biyernes, at matatagpuan sa 770 S. Bascom Avenue, San José, CA 95128. Mga tulong at serbisyo para sa mga taong may kapansanan, gaya ng mga dokumentong naka-braille, malaking imprenta, audio, at iba pang accessible na elektronikong format ay mayroon din. Ang mga serbisyong ito ay walang bayad.

ਧਿਆਨ ਦਿਓ: ਜੇਕਰ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 1-866-967-4677 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ ਮਰੀਜ਼ ਵਿੱਤੀ ਸੇਵਾਵਾਂ 'ਤੇ ਜਾਓ। ਦਫ਼ਤਰ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ ਸਵੇਰੇ 8 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 4:30 ਵਜੇ ਤੱਕ ਖੁੱਲ੍ਹਾ ਰਹਿੰਦਾ ਹੈ, ਅਤੇ 770 S. Bascom Avenue, San José, CA 95128 'ਤੇ ਸਥਿਤ ਹੈ। ਅਪਾਰਜ਼ਤਾਵਾਂ ਵਾਲੇ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੱਡੇ ਪ੍ਰਿੰਟ, ਆਡੀਓ, ਅਤੇ ਹੋਰ ਪਹੁੰਚਯੋਗ ਇਲੈਕਟ੍ਰਾਨਿਕ ਫਾਰਮੈਟ ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

توجه: اگر بہ زبان خود بہ کمک نیاز دارید، لطفاً با شماره 1-866-967-4677 (TTY: 711) تماس بگیرید یا از خدمات مالی بیمار بازدید کنید. این دفتر از دوشنبه تا جمعہ از ساعت 8 صبح تا 4:30 بعد از ظهر باز است و در 770 S. Bascom Avenue, San José, CA 95128 واقع شدہ است. کمک‌ها و خدمات برای افراد دارای معلولیت، مانند اسناد بہ خط بریل، چاپ بزرگ، صوت، و سایر قالب‌های الکترونیکی قابل دسترس نیز موجود است. این خدمات رایگان هستند.

注意：あなたの言語でサポートが必要な場合は、1-866-967-4677 (TTY : 711) にお電話いただくか、患者様金融サービス (Patient Financial Services) にアクセスしてください。オフィスの営業時間は、月曜日から金曜日の午前8時から午後4時30分までで、所在地は770 S. Bascom Avenue, San José, CA 95128です。点字、大きな活字、音声、その他のアクセシビリティに配慮した電子形式の文書など、障害のある方向けの支援やサービスも利用できます。これらのサービスは無料です。

알림사항: 만약에 언어 통역 서비스가 필요하신 경우, 1-866-967-4677 (TTY -전신타자기: 711) 로 전화를 주시거나 ‘환자 재정지원 서비스부’ (Patient Financial Services)에 직접 오시기 바랍니다. 저희 부서의 근무시간은 오전 8시부터 오후 4시 30분까지이며 월요일부터 금요일까지 근무하고 있고 주소는 770 S. Bascom Avenue, San Jose, CA 95128 입니다. 장애자를 위한 도움 및 서비스가 필요하신 분들을 위해서 브라우 점자 및 큰 활자 또는 음성 테이프 및 다른 전자 형식으로 작성된 문서들을 이용하실 수 있도록 준비해 두었습니다. 이러한 서비스는 무료입니다.

ВНИМАНИЕ: Если Вам нужна помощь на Вашем языке, пожалуйста, позвоните по телефону 1-866-967-4677 (TTY для слабослышащих: 711) или обратитесь в отдел финансовых услуг для пациентов (Patient Financial Services). Офис открыт с 8:00 до 16:30, с понедельника по пятницу и находится по адресу: 770 S. Bascom Avenue, San José, CA 95128. Также доступны вспомогательные средства и услуги для лиц с ограниченными возможностями здоровья, например, документы, напечатанные шрифтом Брайля, крупным шрифтом, в аудио- и других электронных форматах расширенного доступа. Эти услуги предоставляются бесплатно.

ध्यान दें: यदि आपको अपनी भाषा में सहायता चाहिए, तो कृपया 1-866-967-4677 (TTY: 711) पर कॉल करें या रोगी वित्तीय सेवाओं पर जाएँ। कार्यालय सोमवार से शुक्रवार सुबह 8 बजे से शाम 4:30 बजे तक खुला रहता है और 770 S. Bascom Avenue, San José, CA 95128 पर स्थित है। विकलांग लोगों के लिए सहायता और सेवाएँ, जैसे ब्रेल, बड़े प्रिंट, ऑडियो और अन्य सुलभ इलेक्ट्रॉनिक प्रारूप में दस्तावेज़ भी उपलब्ध हैं। ये सेवाएँ निःशुल्क हैं।

โปรดทราบ: หากคุณต้องการความช่วยเหลือเกี่ยวกับภาษา โปรดโทรไปที่หมายเลข 1-866-967-4677 (TTY: 711) หรือไปที่ฝ่ายบริการทางการเงินสำหรับผู้ป่วย (Patient Financial Services) สำนักงานเปิดทำการเวลา 8.00 น. ถึง 16.30 น. วันจันทร์ถึงวันศุกร์ และตั้งอยู่ที่ 770 S. Bascom Avenue, San José, CA 95128 มีความช่วยเหลือและบริการสำหรับผู้พิการไว้ให้บริการด้วย เช่น เอกสารอักษรเบรลล์ ตัวพิมพ์ขนาดใหญ่ สื่อประเภทเสียง และรูปแบบอิเล็กทรอนิกส์อื่น ๆ ที่สามารถเข้าถึงได้ บริการทั้งหมดเหล่านี้ฟรี

يرجى الانتباه: إذا كنت ترغب بالحصول على المساعدة بلغتك، فيرجى الاتصال بالرقم 1-866-967-4677 (الهاتف النصي: 711) أو زيارة الخدمات المالية للمرضى. المكتب مفتوح من الساعة 8 صباحا حتى 4:30 مساء، من الاثنين إلى الجمعة، ويقع في 770 S. Bascom Avenue, San José, CA 95128 تتوفر أيضا مساعدات وخدمات للأشخاص ذوي الإعاقة، مثل المستندات بطريقة برايل والطباعة الكبيرة والتسجيل الصوتي وغيرها من الأشكال الإلكترونية الميسرة. تتوفر هذه الخدمات

ՈՒՇԱՂՈՒԹՅՈՒՆ՝ Ձեր լեզվով աջակցման կարիքի դեպքում, ինդրում ենք զանգահարել 1-866-967-4677 (TTY՝ 711) կամ այցելել Բուժամուկների ֆինանսական ծառայություններ: Գրասենյակը բաց է երկուշաբթիից ուրբաթ, ժամը՝ 08:00-16:30 և գտնվում է 770 S. Bascom Avenue, San José, CA 95128 հասցեով: Հաշմանդամություն ունեցող անձանց համար գործում են աջակցման և այլ ծառայություններ, ինչպիսիք են բրայլով և զորոգված, խոշոր տպագիրը, ադապտացիոն և հասանելի այլ էլեկտրոնային և անալոգային միջոցները: Այս ծառայությունները գործում են անվճար:

សូមជ្រាប: ប្រសិនបើអ្នកត្រូវការជំនួយជាភាសាបស់អ្នក សូមហៅទូរសព្ទទៅលេខ 1-866-967-4677 (TTY: 711) ឬទៅជួបផ្នែកសេវាកម្មហិរញ្ញវត្ថុអ្នកជំងឺ។ ការិយាល័យបើកពីម៉ោង 8 ព្រឹកដល់ម៉ោង 4:30 ល្ងាច ពីថ្ងៃចន្ទដល់សុក្រ និងទីតាំងស្ថិតនៅ 770 S. Bascom Avenue, San José, CA 95128។ ក៏មានជំនួយ និងសេវាកម្មសម្រាប់អ្នកដែលមានពិការភាពផងដែរ ដូចជាឯកសារជាអក្សរស្លាប អក្សរចោះពុម្ពធំៗ សំឡេង និងទម្រង់អេឡិចត្រូនិកដែលអាចចូលប្រើបានផ្សេងទៀត។ សេវាកម្មទាំងនេះគឺឥតគិតថ្លៃ។

NCO NTSOOV: Yog tias koj xav tau kev pab ua koj hom lus, ces thov hu rau tus xov tooj 1-866-967-4677 (TTY: 711) lossis mus ntsib Kev Pab Cuam Fab Nyiaj Txiag Rau Neeg Mob (Patient Financial Services). Lub chaw ua hauj lwm qhib thaum 8 teev sawv ntxov txog 4:30 teev tsaus ntuj, Hnub Monday txog Hnub Friday, thiab nyob rau ntawm 770 S. Bascom Avenue, San José, CA 95128. Tsis tas li xwb, kuj tseem muaj tej kev pab dawb thiab cov kev pab cuam rau cov neeg xiam oob qhab, xws li cov ntaub ntawv ua ntawv xuas, luam ua tus ntawv loj, kaw suab lus, thiab lwm yam qauv es lev thaus niv uas tuaj yeem nkag mus siv tau tib si thiab. Cov kev pab cuam no yog pub dawb xwb.