

HELP PAYING YOUR BILL

Aliso Ridge Behavioral Health provides financial assistance for patients who qualify. If you need assistance paying your bill, a discount and free care program are available.

How to Apply – To apply for either our discount program or our free care program, ask to speak to our Patient Financial Services department or call 949-900-8433 between 8am and 5pm, Monday through Friday.

Access to Information – To obtain a copy of our Free Care/Discount Policy and applicable documents ask one of our Patient Financial Services representatives or click on our link at <https://www.alisoridgebh.com/help-paying-your-bill/>

Hospital Bill Complaint Program – If you believe you were wrongly denied financial assistance, you may file a complaint with the State of California's Hospital Bill Complaint Program. Go to HospitalBillComplaintProgram.hcai.ca.gov for more information and to file a complaint.

Medi-Cal/Medicaid & Government Program Eligibility: You may be eligible for a government-sponsored health benefit program. Aliso Ridge Behavioral Health has staff available to assist with applying for government programs like Medi-Cal/Medicaid. Medi-Cal's presumptive eligibility program provides qualified individuals immediate access to temporary, no-cost Medi-Cal while applying for permanent Medi-Cal coverage or other health coverage. Please contact Patient Financial Services at (949) 900-8433 if you would like additional information about government programs, or need assistance with applying for such programs. This facility also contracts with organizations that may assist you further with applying for government assistance, if needed HSC § 127410(a).

Covered California - You may be eligible for health care coverage under Covered California, which is California's health benefit exchange under the Affordable Care Act. Contact the Patient Financial Services department at (949) 900-8433 for more detail and assistance to see if you qualify for health care coverage through Covered California HSC § 127410(a).

More Help – There are organizations that will help you understand the billing and payment process. You can visit the internet webpage for Health Consumer Alliance at healthconsumer.org for more information.

Disability Assistance – If you have a disability and require alternative format of our information including but not limited to large print, braille, audio, and other accessible electronic formats please contact the Patient Financial Services for assistance.

Other Languages – For language assistance, interpreters are available to you at no cost. The application, policy, and policy summary may be available in your language. For more information, call (949) 900-8433 between 8am and 5pm, Monday through Friday.

Languages include Spanish, Chinese, Vietnamese, Tagalog, Korean, Armenian, Persian (Farsi), Russian, Japanese, Arabic, Punjabi, Mon-Khmer (Cambodian), Hmong, Hindi, and Thai.

Price Transparency - Information on standard hospital costs for commonly provided services, including the list of shoppable services are available at:
<https://www.ocspecialtyhealth.com/standard-services/>