

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. This written notice is provided in accordance with Health and Safety Code section 127410(a) and (b).

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 8:00 a.m. and 5:00 p.m., Monday through Friday.

Access to Hospital Discount Payment and Charity Care Policies - To obtain a copy of our Free Care/Discount Policy and applicable documents, ask one of our Patient Financial Services representatives or visit: <https://www.ocspecialtyhealth.com/aliso-ridge-behavioral-health/help-paying-your-bill/>

Eligibility Information - You may be eligible for financial assistance, including discount payment and free care programs, based on factors such as income, family size, and other criteria described in our Free Care/Discount Policy. You may also be eligible for government-sponsored health benefit programs, such as Medi-Cal/Medicaid or coverage through Covered California. Aliso Ridge Behavioral Health has staff available to assist you in determining eligibility and applying for these programs.

For information or assistance regarding eligibility for government programs, including Medi-Cal's presumptive eligibility program, or for Covered California, please contact Patient Financial Services at 949-900-8433 between 8:00 a.m. and 5:00 p.m., Monday through Friday.

Contact Information - For more information about financial assistance, government programs, or this notice, please contact:

Patient Financial Services
Aliso Ridge Behavioral Health
Phone: 949-900-8433
Hours: 8:00 a.m. to 5:00 p.m., Monday through Friday

Internet Website for Hospital's List of Shoppable Services - For information about the hospital's list of shoppable services, please visit our website <https://www.ocspecialtyhealth.com/aliso-ridge-behavioral-health/help-paying-your-bill/>. If you need assistance accessing this information, contact Patient Financial Services at 949-900-8433.

Hospital Bill Complaint Program (Health and Safety Code section 127410(a)) - 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.

Health Consumer Alliance Information and Required Statement - 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.

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

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 8:00 a.m. and 5:00 p.m., Monday through Friday.

Record Retention - Hospitals shall maintain a contemporaneous record that the written notice required under Health and Safety Code section 127410(a) and (b) was provided to the patient and shall retain that record in accordance with the hospital's record retention requirements outlined in state and federal law.