

Plain Language Summary of Financial Assistance Policy

California Rehabilitation Institute provides financial assistance for medically necessary care to patients who are unable to pay. The following is a summary of financial assistance available at California Rehabilitation Institute.

Help Paying Your Bill

If you do not have insurance, we provide financial assistance for medically necessary care. Eligible care includes medically necessary services as defined by Medicare (services or items reasonable and necessary for the diagnosis or treatment of illness or injury).

You will receive free care, or 100% write off of patient liability after insurance has paid, if your family income does not exceed 200% of the Federal Poverty Income Guidelines. A partial write off of eligible billed charges may also be available for uninsured and certain other patients with family income up to 400% of the Federal Poverty Income Guidelines. All applicants will be screened for Medicaid coverage and must cooperate with the Medicaid representatives to be considered for financial assistance.

If you do not meet the income criteria above, regardless of your insurance status, you will be considered on a case-by-case basis for financial assistance. Contact us to discuss exceptional personal or financial circumstances, or if there are special medical circumstances where treatment can only be provided by California Rehabilitation Institute medical staff.

If you receive financial assistance under our Policy, you will not be charged more for medically necessary care than the amount we generally bill patients having Medicare coverage.

How to Apply

You may obtain a copy of our Full Financial Assistance Policy, Plain Language Summary and Application Form, free of charge in any of the following ways:

- (1) California Rehabilitation Institute web site at <https://www.californiarehabinstitute.com>
- (2) In the Admissions Area; or
- (3) By calling Customer Service at (888) 868-1103.

You may apply at any point in the admission or billing process by completing and submitting an application and providing income information. All Financial Assistance Applications, whether completed in person, online, delivered or mailed, will be forwarded to the Central Business Office for evaluation and processing. If you need any help in applying, please contact our admissions department at the facility or call Customer Service at (888) 868-1103.

Additional Information on Price Transparency

California Rehabilitation Institute provides information on its pricing, including a tool for shoppable services. Please refer to the information at <https://www.californiarehabinstitute.com/patients-and-caregivers/admissions/pricing-transparency/>.

Governmental Programs for Low Income and Certain Other Patients

California Rehabilitation Institute participates with Medi-Cal. Patients may also be eligible for subsidized coverage through the California Health Benefit Exchange (Covered California).

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 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 (424) 522-7111 or visit the Administration Suite. The Administrative Suite is open Monday through Friday from 6:15am – 10:00 pm and is located on the 9th Floor of the Hospital. 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.