

Plain Language Summary of Stanford Health Care Financial Assistance Policy

Getting Assistance with Your Bill

This is for anyone who receives medically necessary services from Stanford Health Care. The Plain Language Summary and Financial Assistance Policy for getting assistance with your bill are available in English and Spanish. We will also assist you with translation to other languages.

How Do I Qualify for Financial Assistance?

You can ask for help with your bill at any time during your visit or billing process. We will determine how much you owe by reviewing income, or other resources. If your yearly income is less than or equal to 400% of the current Federal Poverty Guideline, you may not have to pay your bill.

Federal Poverty Guidelines can be found at: <https://aspe.hhs.gov/poverty-guidelines>

You may qualify for assistance with all or part of your bill. The help is based on a sliding scale that considers your yearly income and family size.

How Can I Apply for Financial Assistance?

To obtain a free copy of the Stanford Health Care Financial Assistance Application, Financial Assistance Policy, or this Plain Language Summary, please go to:

www.stanfordhealthcare.org/financialassistance

You can apply for help with your bill in person, by mail, or online. You can pick-up an application, plain language summary, or a copy of the Financial Assistance Policy at 2465 Faber Place, Palo Alto, CA, by calling us at 1-800-549-3720, or at any Stanford Health Care location. In some cases you may get help from Stanford Health Care without applying.

Paperwork

You are responsible for providing information timely about your health benefits, income, assets, and any other paperwork that will help to see if you qualify. Paperwork might be bank statements, income tax forms, check stubs, or other information.

Emergency and Medically-Necessary Care

If you qualify for help with your bill, you will not be charged more for emergency or medically-necessary care than amounts generally billed to patients having insurance under Medicare.

Collection Activities

Bills that are not paid 120 days after the first billing date may be placed with a collection agency. You or the guarantor can apply for help with your bill at any time during the collection process by contacting the Customer Service Department at 1-800-549-3720. Stanford Health Care generally does not sue patients, take action against personal property, or garnish wages.