Dignity Health

COMMONSPIRIT HEALTH
GOVERNANCE POLICY ADDENDUM

ADDENDUM Finance G-003A-A **EFFECTIVE DATE:** 7/1/2021

SUBJECT: Hospital Facility Financial Assistance Contact Information

Northridge Hospital Medical Center

Pursuant to CommonSpirit Governance Policy Finance G-003, *Financial Assistance*, the contact information of Mercy General Hospital is as follows:

- Copies of the Financial Assistance Policy, Financial Assistance Application, Billing and Collections Policy, and Plain Language Summary are available on the Hospital Facility's website at: https://www.dignityhealth.org/socal/locations/northridgehospital/patients-and-visitors/for-patients/billing-and-payment/financial-assistance
- A copy of the Provider Listing is available at: https://www.dignityhealth.org/socal/locations/northridgehospital/patients-and-visitors/for-patients/billing-and-payment/financial-assistance
- Patients may obtain additional information regarding the Hospital Facility's AGB percentage and how the AGB percentages were calculated from a financial counselor at: (818) 885-5368
- All patients/Guarantors that are interested in obtaining financial assistance or have questions about financial assistance, the application process, billing and payment plan options, actions in the events of non-payment, and other applicable programs that may be available with respect to their accounts may:
    1. Contact the Hospital Facility in person at: Financial Counselor Office
    2. Call the financial counselor of the Hospital Facility at: (818) 885-5368
    3. Visit the Hospital Facility's website at: https://www.dignityhealth.org/socal/locations/northridgehospital
    4. Mail requests to: Northridge Hospital Medical Center, PO Box 3008, Rancho Cordova, CA 95741-3008
- Patients/Guarantors denied Financial Assistance may also appeal their eligibility determination. Disputes and appeals may be filed by contacting Customer Service Mgr 888-488-7667 or the Financial Assistance Center at: PO Box 3008, Rancho Cordova, CA 95741-3008

ASSOCIATED DOCUMENTS:
CommonSpirit Governance Policy Finance G-003, *Financial Assistance*
CommonSpirit Governance Policy Finance G-004, *Billing and Collections*

California Hospital Fair Billing Program

ATTENTION:
If you need help in your language, please call (818) 885-5368 or visit the financial counselor office. The office is open 8am-4:30pm and located at Northridge Hospital & Medical Center, 18300 Roscoe Blvd., Northridge, CA 92411 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.

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.