



San Antonio Regional Hospital Financial Assistance Notice and Policy Plain Language Summary

Hospital care can often be unexpected and sometimes more expensive than planned. If you don't have insurance or if you have difficulty paying for medical costs, SARH can offer options depending on your specific situation.

HELP PAYING YOUR BILL

- **Charity Care:** For low-income, uninsured patients who earn less than 300% of the federal poverty level (FPL), SARH will forgive the entire bill.
- **Discounted Payment:** For patients who earn more than 300% of the FPL, SARH will forgive a portion of your bill.
- **Self-pay program:** Regardless of income level, if you are uninsured SARH will provide a discounted bill.
- **Payment plans:** Interest-free, extended- payment plans are also available.

HOW TO APPLY

Complete a Financial Assistance Application so we can evaluate the options you are eligible for based on your specific financial situation. You can,

- Complete and email to, BillingInfo@SARH.org
- Print a copy from **SARH.org**, and mail to:
- 999 San Bernardino Road Upland, CA 91786
- Call **1-909-980-9511** for assistance in completing an application or for additional financial assistance information

GOVERNMENT-SPONSORED PROGRAMS YOU MAY QUALIFY FOR

The Medi-Cal Hospital Presumptive Eligibility program provides qualified individuals immediate access to temporary, no-cost Medi-Cal, applications are available from hospital registration staff. Current income and program requirements change frequently. To obtain assistance with an application for Medi-Cal, call 1-866-262-9881.

The California Health Benefit Exchange may offer an insurance plan with the help of government subsidies that reduce the cost of your monthly premium, depending on your income level. To learn more, visit CoveredCA.com or call 1-800-300-1506.

SARH RESOURCES

To obtain free copies of SARH' financial assistance policies, Plain Language Summary and application;

- Contact our financial counselors at **1-909-980-9511**,
- Visit SARH.link/HelpPayingYourBill
- Visit the main admitting department at
- San Antonio Regional Hospital
- 999 San Bernardino Road Upland, CA 91786.



Learn more about our programs by visiting [SARH.link/HelpPayingYourBill](https://www.sarh.org/help-paying-your-bill). Let us know if you need our free interpretive services or a document translated into your language.

NOTICE OF AVAILABILITY OF SHOPPABLE SERVICES ONLINE

Consumers can access a list of our shoppable services at [SARH.link/PriceTransparency](https://www.sarh.org/price-transparency), or current SARH patients can find more information and at [SARH.link/GoodFaithEstimate](https://www.sarh.org/good-faith-estimate).

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 be file a complaint.

LOCAL CONSUMER ASSISTANCE

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.

LANGUAGE ASSISTANCE

Visit [SARH.org](https://www.sarh.org) and choose your preferred language using the 'Select Language' option in the top right corner".

AIDS AND SERVICES FOR PEOPLE WITH DISABILITIES

Aids and services for people with disabilities, like assistance filling out documents with an interpreter or translator are available by calling 1-909-980-9511 for assistance. These services are free.

We Speak Your Language – Free Help Available in 15 Languages

English

ATTENTION: If you need help in your language, please call (909) 980-9511 or visit www.sarh.org. The office is open from 8:00am to 4:30pm and located at 11000 Eucalyptus, Rancho Cucamonga, CA. 91730. 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.

Arabic

تنبيه: إذا احتجت إلى مساعدة في لغتك، يرجى الاتصال بالرقم (909)-980-9511 أو زيارة www.sarh.org. المكتب مفتوح من الساعة 8:00 صباحًا حتى 4:30 مساءً ويقع في 11000 Eucalyptus, Rancho Cucamonga, CA 91730. المساعدات والخدمات للأشخاص من ذوي الاحتياجات الخاصة، مثل المستندات المكتوبة بطريقة برايل، أو الطباعة بالأحرف الكبيرة، أو الوسائط السمعية، أو غيرها من الصيغ الإلكترونية التي يسهل الوصول إليها متاحة أيضًا. هذه الخدمات مجانية.

Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե Ձեր լեզվով օգնության կարիք ունեք, զանգահարեք (909) 980-9511 հեռախոսահամարով կամ այցելեք www.sarh.org: Գրասենյակն աշխատում է 8:00am-ից 4:30pm-ը և գտնվում է 11000 Eucalyptus, Rancho Cucamonga, CA 91730 հասցեով: Հաշմանդամություն ունեցող անձանց համար հասանելի են նաև օժանդակ միջոցներ և ծառայություններ, ինչպիսիք են բրայլը, խոշոր տպագրությունը, աղեղին և այլ մատչելի էլեկտրոնային ձևաչափերով փաստաթղթերը: Այս ծառայություններն անվճար են:

Khmer

សូមយកចិត្តទុកដាក់: ប្រសិនបើអ្នកត្រូវការជំនួយជាភាសារបស់អ្នក សូមទូរស័ព្ទទៅលេខ (909) 980-9511 ឬចូលទៅកាន់គេហទំព័រ www.sarh.org ។ ការិយាល័យធ្វើការបើកពីម៉ោង 8:00 ព្រឹកដល់ម៉ោង 4:30 ល្ងាច ហើយមានទីតាំងនៅ 11000 Eucalyptus, Rancho Cucamonga, CA. 91730។ ជំនួយ និងសេវាកម្មសម្រាប់ជនពិការ ដូចជាឯកសារជាអក្សរស្នាប ការបោះពុម្ពទំហំធំ សំឡេង ហើយក៏មានផងដែរនៅទម្រង់អេឡិចត្រូនិកដែលអាចចូលប្រើបានផ្សេងទៀត។ សេវាកម្មទាំងនេះមិនគិតថ្លៃទេ។

Farsi

توجه: اگر به زبان خودتان کمک لازم دارید، لطفاً با شماره (909) 980-9511 تماس بگیرید یا به www.sarh.org مراجعه کنید. اداره از ساعت 8:00 صبح تا 4:30 بعد از ظهر باز است و نشانی آن 11000 Eucalyptus, Rancho Cucamonga, CA 91730 است. کمک‌ها و خدمات برای افراد معلول، مانند اسناد به زبان بریل، حروف درشت، فایل صوتی و سایر قالب‌های الکترونیکی قابل دسترس نیز موجود هستند. این خدمات رایگان هستند.

Hindi

ध्यान दें: यदि आपको अपनी भाषा में सहायता की आवश्यकता है, तो कृपया (909) 980-9511 पर कॉल करें या www.sarh.org पर जाएँ। कार्यालय सुबह 8:00 बजे से शाम 4:30 बजे तक खुला रहता है और इसका पता है 11000 Eucalyptus, Rancho Cucamonga, CA. 91730. विकलांग व्यक्तियों के लिए ब्रेल में दस्तावेज़, बड़े अक्षरों में प्रिंट, ऑडियो, और अन्य सुलभ इलेक्ट्रॉनिक प्रारूप जैसी सहायता और सेवाएँ भी उपलब्ध हैं। ये सेवाएँ निःशुल्क हैं।

Hmong:

FAJ SEEB: Yog tias koj xav tau kev pab txhais ua koj hom lus, ces thov hu rau (909) 980-9511 los sis mus saib hauv www.sarh.org. Lub tsev hauj lwm qhib thaum 8:00 teev sawv ntxov txog 4:30 teev yav tsaus ntuj thiab nyob rau ntawm 11000 Eucalyptus, Rancho Cucamonga, CA. 91730. Yeej muaj tej ntaub ntawv pab thiab kev saib xyuas rau cov neeg xiam oob qhab, xws li cov ntaub ntawv uas sau rau neeg dig muag xuas, luam tawm loj, tso ua suab lus, thiab lwm hom ntaub ntawv nyob hauv koo pij tawj rau sawv daws. Tej kev saib xyuas no mas pab dawb xwb.

Japanese

お知らせ: ご自身の言語でお手伝いが必要な方は、(909) 980-9511 にお電話いただくか、www.sarh.org にアクセスしてください。オフィスの営業時間は午前 8 時～午後 4 時 30 分、場所は次のとおりです：11000 Eucalyptus, Rancho Cucamonga, CA. 91730。お体の不自由な方のために点字、大きな印字、または電子形式でのご用意がございます。これらのサービスは無料をご利用いただけます。

Korean

주의: 귀하의 언어로 도움이 필요하시면 (909) 980-9511 번으로 전화하시거나 www.sarh.org 를 방문해 주십시오. 진료소는 오전 8 시부터 오후 4 시 30 분까지 운영되며 위치는 11000 Eucalyptus, Rancho Cucamonga, CA 91730 입니다. 점자, 큰 활자, 오디오 및 기타 접근 가능한 전자 형식의 문서와 같이 장애인을 위한 지원 및 서비스도 제공되며, 이러한 서비스는 무료입니다.

Punjabi

ਧਿਆਨ ਦਿਓ: ਜੇਕਰ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ (909) 980-9511 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ www.sarh.org 'ਤੇ ਜਾਓ। ਦਫ਼ਤਰ ਸਵੇਰੇ 8:00 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 4:30 ਵਜੇ ਤੱਕ ਖੁੱਲ੍ਹਾ ਰਹਿੰਦਾ ਹੈ ਅਤੇ ਇਹ 11000 Eucalyptus, Rancho Cucamonga, CA. 91730 'ਤੇ ਸਥਿਤ ਹੈ। ਅਯੋਗਤਾ ਵਾਲੇ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ ਵੀ ਉਪਲਬਧ ਹਨ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੱਡੇ ਅੱਖਰਾਂ ਵਾਲਾ ਪ੍ਰਿੰਟ, ਆਡੀਓ, ਅਤੇ ਹੋਰ ਪਹੁੰਚਯੋਗ ਇਲੈਕਟ੍ਰਾਨਿਕ ਫਾਰਮੈਟ। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫ਼ਤ ਹਨ।

Russian | Русский язык

ВНИМАНИЕ: Если вам потребуется помощь на своём языке, позвоните по телефону (909) 980-9511 или посетите сайт www.sarh.org. Офис открыт с 8:00 утра до 4:30 дня и находится по адресу: 11000 Eucalyptus, Rancho Cucamonga, CA 91730. Для людей с ограниченными возможностями предоставляются пособия и услуги, например документы, напечатанные шрифтом Брайля, широкоформатным шрифтом, в аудио- и других доступных электронных форматах. Эти услуги предоставляются бесплатно.

Simplified Chinese

注意：如果您需要语言方面的帮助，请致电 (909) 980-9511 或访问 www.sarh.org。办公室的工作时间为上午 8:00 至下午 4:30，地址在 11000 Eucalyptus, Rancho Cucamonga, CA 91730。残障人士还可获得多种协助和服务，如盲文、大字体印刷、音频以及其他无障碍电子格式的文档。这些服务均免费提供。

Spanish

ATENCIÓN: Si necesita ayuda en su idioma, llame al (909) 980-9511 o visite www.sarh.org. La oficina está abierta de las 8:00 a. m. a las 4:30 p. m. y se encuentra en 11000 Eucalyptus, Rancho Cucamonga, CA. 91730. También se ofrecen ayudas y servicios para personas con discapacidad, como documentos en braille, letra grande, audio y otros formatos electrónicos accesibles. Estos servicios son gratuitos.

Tagalog

ATENSYON: Kung kailangan mo ng tulong sa iyong wika, pakitawagan ang (909) 980-9511 o bisitahin ang www.sarh.org. Ang opisina ay bukas mula 8:00am hanggang 4:30pm at nasa 11000 Eucalyptus, Rancho Cucamonga, CA. 91730. Ang mga tulong at serbisyo para sa mga may kapansanan, tulad ng mga dokumentong naka-braille, malalaking print, audio, at iba pang mga accessible na elektronikong format ay available din. Libre ang mga serbisyonang ito.

Thai

ความสนใจ: หากคุณต้องการความช่วยเหลือในภาษาของคุณ โปรดโทร (909) 980-9511 หรือเยี่ยมชม www.sarh.org สำนักงานเปิดทำการตั้งแต่ 8:00 น. ถึง 16:30 น. ซึ่งตั้งอยู่ที่ 11000 Eucalyptus, Rancho Cucamonga, CA. 91730 มีความช่วยเหลือและบริการสำหรับคนพิการ เช่น เอกสารเป็นอักษรเบลล์, ตัวอักษรขนาดใหญ่, เสียง, และรูปแบบอิเล็กทรอนิกส์ที่เข้าถึงได้อื่นๆ บริการเหล่านี้ฟรี.

Vietnamese

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi đến số (909) 980-9511 hoặc truy cập vào trang www.sarh.org. Văn phòng mở cửa từ 8:00 giờ sáng đến 4:30 chiều và được đặt tại 11000 Eucalyptus, Rancho Cucamonga, CA 91730. Nguồn hỗ trợ và dịch vụ dành cho người khuyết tật như tài liệu bằng chữ nổi, chữ in lớn, âm thanh và các định dạng điện tử để tiếp cận khác cũng có sẵn. Những dịch vụ này là miễn phí.