

## Hospital Bill Complaint Program

If you are uninsured (self-pay) or underinsured (have high medical costs) **AND** your family income is at or below 400 percent of the federal poverty level, you can get financial assistance for your hospital bill. (**Note:** Some hospitals offer discounts to patients with higher incomes.)

The Hospital Bill Complaint Program investigates patient complaints about hospital financial assistance programs and debt collection actions related to those programs.

### You can file a complaint if:

- You applied for financial assistance but were denied.
- You were never told about the financial assistance program.
- You were sent to collections but need financial assistance.

### What hospitals are included?

Hospitals licensed by the California Department of Public Health, except hospitals operated by the Department of State Hospitals, the State Department of Developmental Services, or the Department of Corrections and Rehabilitation.

### What issues are not covered?

The Hospital Bill Complaint Program **cannot** help with:

- General billing disputes (i.e., wrong services charged, wrong account, etc.).
- Price estimates or quotes.
- Price differences between hospitals.
- Health plan payment and cost share issues.
- Billing by an emergency room physician or provider (other than facility charges).
- Issues about the quality of care received.

### How do I file a complaint?



**Online:** Complaints can be filed online in English and Spanish at [hcai.ca.gov/HospitalBillHelp](https://hcai.ca.gov/HospitalBillHelp).



**By Mail:** The Patient Complaint Form is available online at [hcai.ca.gov/HospitalBillHelp](https://hcai.ca.gov/HospitalBillHelp) in 20 different languages. It can be printed and mailed to: Department of Health Care Access and Information, Hospital Bill Complaint Program, 2020 West El Camino Avenue, Suite 1101, Sacramento, CA 95833.

### Where else can I get help?

- Health Consumer Alliance is a free consumer advocacy organization that can help you understand the hospital billing and payment process and can help you apply for financial assistance or file a complaint. Call the Health Consumer Alliance at 888-804-3536 or go to [healthconsumer.org](http://healthconsumer.org) for more information.

You may be eligible for Medi-Cal coverage. You can find your Medi-Cal county office at <https://www.dhcs.ca.gov/Medi-Cal/Pages/county-office.aspx> or call the Medi-Cal Helpline at 800-541-5555 for more information.