



2020 West El Camino Avenue, Suite 800
Sacramento, CA 95833
hcai.ca.gov



December 15, 2023

PIL 23-01

To: Acute Psychiatric Hospitals
General Acute Care Hospitals
Special Hospitals

Subject: New Hospital Fair Billing Program Systems

On January 1, 2024, enforcement of the Hospital Fair Pricing Act (Health and Safety Code section 127400 et seq.) transfers to the California Department of Health Care Access and Information (Department).

The Hospital Fair Billing Program within the Department will review hospitals' discount payment, charity care, and debt collection policies, investigate patient complaints through its Hospital Bill Complaint Program, and assess administrative penalties for violations of the Hospital Fair Pricing Act.

The Department's newly [adopted regulations](#) were filed with the Secretary of State on November 1, 2023, and become effective January 1, 2024.

New Policy Submission Portal (HDC)

The Department's online policy submission portal (HDC) will be accessible at hdc.hcai.ca.gov on January 1, 2024, at which time the hospital's primary and secondary contacts can register. Once registered, the primary and/or secondary contact can submit copies of the hospital's discount payment policy, charity care policy, the application(s) for charity care or discounted payment programs, and a copy of its debt collection policy through the policy submission portal.

To ensure compliance with timely submission requirements, hospitals may submit their policies via email to hfbp@hcai.ca.gov. Please ensure the submitted documents meet the requirements outlined in Title 22, California Code of Regulations section 96051.6(c). Additionally, please include the effective date for each submitted policy and a list of all facilities under the hospital's license to which the policies apply. Upon receiving your documents, the Department will initiate the review process. However, hospitals will still be responsible for submitting the documents through the policy submission portal when it becomes available.

New Patient Complaint Portal

Through its Hospital Bill Complaint Program, the Department will start accepting patient complaints about potential violations of the Hospital Fair Pricing Act beginning January 1, 2024. The Department's online patient complaint portal will be used to process patient complaints and communicate with hospitals and will be accessible to both hospitals and patients on January 1, 2024, at HospitalBillComplaint.hcai.ca.gov.

Each hospital must identify a primary contact who shall register with the Department's patient complaint portal to review and respond to patient complaints. The hospital's primary contact can identify and approve additional users who may use the Department's patient complaint portal on behalf of the hospital.

Resource manuals on how to register and use the policy submission portal and the patient complaint portal will be forthcoming.

Sincerely,

Hospital Fair Billing Program
Legal Division



Department of Health Care Access and Information
hcai.ca.gov
hfbp@hcai.ca.gov