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To: Acute Psychiatric Hospitals
General Acute Care Hospitals
Special Hospitals

Subject: AB1020 Hospital Fair Billing Program

We are happy to announce that our new policy submission portal (HDC) and our new patient complaint portal are now available.

All hospitals must register a primary and secondary contact with HDC and submit their discount payment, charity care, and debt collection policies and applications. Attached, you will find a user guide for instructions on how to register with the HDC portal and submit your documents. If you previously submitted your documents by email, please register and submit your documents in the HDC portal.

Our new patient complaint portal is also available. All hospitals are required to register a primary contact with the patient complaint portal. The primary contact will have the ability to designate additional contacts. These contacts will be notified if HCAI receives a patient complaint regarding charity care, discount payment or debt collection involving your hospital. You will find instructions on how to register and navigate the patient complaint portal in the attached patient complaint portal user guide.

[Hospital Complaint Portal User Guide](#)
[HDC User Guide](#)

Sincerely,
Hospital Fair Billing Program – Legal Unit



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