

FINANCIAL ASSISTANCE PROGRAMS FOR QUALIFIED PATIENTS

As you anticipate hospitalization, tests or procedures, Eisenhower Health wants you to be aware of our various financial assistance programs in case you have concerns about paying for your medical care. If you do not have insurance coverage, you may be eligible for financial assistance or other hospital discounts. In addition, uninsured patients may be eligible for programs such as Medi-Cal, Medically Indigent Services Program or other government-funded health care assistance programs. All of these financial assistance programs have eligibility requirements. Eisenhower Health may offer some discount or waive your entire bill. Help is also available setting up payment options.

Government-Sponsored Health Assistance Programs

Applications to enroll for health insurance coverage are available through the State of California health care exchange (Covered California) at coveredca.com, through the Riverside County Department of Public Social Services at 800-274-2050, or dpss.co.riverside.ca.us, or through the Health Consumer Alliance at healthconsumer.org.

If you feel you may be eligible for any of the programs above, please contact a Patient Financial Services customer service representative at 800-453-6012. You can visit the Patient Financial Services office in the Dennis and Phyllis Washington Building on the main campus of Eisenhower Health, at 39000 Bob Hope Drive, Rancho Mirage.

Eligibility for Hospital Financial Assistance Program

A patient may qualify if:

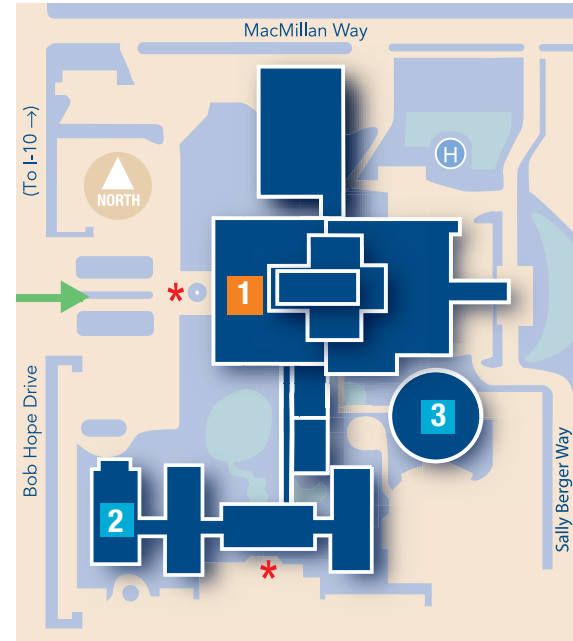
- ★ They are self-pay and their family income does not exceed 400 percent of the federal poverty level.
- ★ Their annual out-of-pocket costs exceed the lesser of 10 percent of the current family income or family income in the prior 12 months and their family income does not exceed 400 percent of the federal poverty level; or
- ★ Their annual out-of-pocket expenses exceed 10 percent of their family income in the prior 12 months and their family income does not exceed 400 percent of the federal poverty level.
- ★ Applies to all medically necessary services or procedures. Elective procedures are not eligible for financial assistance.
- ★ No Patient of Eisenhower Health who is determined to be eligible for financial assistance will be required to pay more than the amount generally billed for procedures or services.

Steps You Need to Take

- ★ For a free copy of the Financial Assistance policy and application, please visit any Admitting/Registration location or the Patient Financial Services office, to discuss eligibility.
- ★ To receive your copy via mail, call 1-800-453-6012.
- ★ You may also visit eisenhowerhealth.org/patients-visitors/patient-financial-services-bill-payment/ to download a copy of the Financial Assistance policy and application.

In addition to English, this summary, the Financial Assistance Policy and the Financial Assistance Application form are available in Spanish.

Además del inglés, este resumen, la Política de Asistencia Financiera y el formulario de Asistencia Financiera Solicitud, están disponibles en español.



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| <p>1 Eisenhower Hospital
Dennis and Phyllis
Washington Building
Patient Financial
Services</p> | <p>2 Dolores Hope
Building</p> <p>3 Annenberg Health
Sciences Building</p> <p>★ Valet Parking</p> |
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The Patient Financial Services office is located in the hospital on the campus of Eisenhower Health at 39000 Bob Hope Drive, Rancho Mirage.

Patient Financial Services



FINANCIAL SERVICES
AND PATIENT
FINANCIAL ASSISTANCE



39000 Bob Hope Drive
Rancho Mirage, CA 92270-3221
800-453-6012



PATIENT FINANCIAL SERVICES

Pre-Registration and Admission

Pre-registration services are available for all patients. Patients are encouraged to request telephone pre-registration as far in advance as possible, but allowing at least 24 to 72 hours prior to scheduled services for Eisenhower to verify insurance coverage and benefits. Pre-registration may be obtained by calling 760-837-8315.

You may also pre-register in person. Hospital Admitting/Registration Patient Access locations are in the lobbies of: Main Hospital, Dolores Hope Building, Eisenhower Lucy Curci Cancer Center, Eisenhower Health Center at Sunrise in Palm Springs, and Eisenhower George and Julia Argyros Health Center in La Quinta.

You may register for any Eisenhower Health services at any of these locations.

Hospital Charges

Because every patient requires individual treatment, it is difficult to predict the exact total for services you will receive. To help anticipate what your bill may look like, you may request an estimate of your expected charges by calling 760-837-8308. You may also request to see a copy of Eisenhower Health's chagemaster (list of medical procedures/services and corresponding prices), and a list of *Twenty-Five Commonly Charged Services or Procedures* may be reviewed upon request in the Admission Manager's office. Eisenhower's chagemaster and list of shoppable services can be found on the hospital's website at eisenhowerhealth.org/patients-visitors/patient-financial-services-bill-payment/

Physician Charges

Charges for care provided by your physician and other practitioners are *not* included in your bill from Eisenhower Health. Additional charges may include your physician, surgeon, emergency department physician, anesthesiologist, radiologist, pathologist and other professionals. You will receive a separate bill from those practices.

Please note: the Financial Assistance Policy pertains only to those physicians with direct association with Eisenhower Health. Those physicians include those providing services through:

BIGHORN Infusion Center
Center for Family Medicine
Eisenhower Allergy and Immunology Clinic
Eisenhower Behavioral Health
Eisenhower BIGHORN Radiation Oncology Center
Eisenhower Cardiothoracic Surgery Clinic
Eisenhower Dermatology and Mohs Center
Eisenhower Desert Cardiology Center
Eisenhower Diabetes and Endocrinology Clinic
Eisenhower Gastroenterology Specialty Clinic
Eisenhower General Surgery Specialty Clinic
Eisenhower Hematology/Oncology
Eisenhower Infectious Disease Specialty Clinic
Eisenhower Labtechniques
Eisenhower Lucy Curci Cancer Center Prostate Program
Eisenhower Neuroscience Institute
Eisenhower Primary Care
Eisenhower Pulmonary, Critical Care and Sleep Clinic
Eisenhower Rheumatology Specialty Clinic
Eisenhower Schnitzer/Novack Breast Center
Eisenhower Sleep Center
Eisenhower Sports Medicine Clinic
Eisenhower Urgent Care
Eisenhower Urology Specialty Clinic
Eisenhower Women's Health

Hematology/Oncology Specialists
Infusion Center
Neurology Specialists
Rehabilitation Services

Discharge Policy

Eisenhower Health has an 11 a.m. discharge time. Patients' family members are requested to make arrangements for loved ones on the date of discharge. Please work closely with your physician and the hospital staff to prepare for this discharge time. If you need assistance, please contact your nurse.

Insurance Eligibility and Financial Authorizations

Eisenhower will verify your insurance eligibility and authorization for services to the best of its ability; *however, it is ultimately the patient's responsibility to ensure that authorizations for payment are arranged in advance of the services.*

Eisenhower will not schedule, in advance, services that have not yet been authorized.

Patient Financial Responsibility Payment Plans

All patients may request an interest-free extended payment plan to pay their financial responsibilities (co-pay, deductible, co-insurance, uninsured discount balance). As a general guideline, payment plans will be structured to last no longer than four months unless specific criteria are met under the Financial Assistance Policy. For more information, call 800-453-6012. You can visit the Patient Financial Services office in the Dennis and Phyllis Washington Building on the main campus of Eisenhower Health, at 39000 Bob Hope Drive, Rancho Mirage.

Billing and Collection

Eisenhower accepts Medicare, Worker's Compensation and most health insurances. Eisenhower also participates in a broad range of health maintenance organizations (HMOs) and preferred provider organizations (PPOs). A list of our current contracted health insurance plans can be found at eisenhowerhealth.org.

Eisenhower is contractually obligated to the insurance providers to collect the co-pay, deductible or other Patient Financial Responsibility. Patient Financial Responsibility should be paid prior to or at the time of service. Eisenhower automatically bills the insurance plan; however, the patient will ultimately be responsible for any deductibles, co-pays or other amounts deemed as "Patient Financial Responsibility."

Eisenhower allows 45 days for the insurance company to pay. If payment is not received within 45 days, a Patient Financial Customer Service representative may contact the patient. Any outstanding balances may be turned over to a collection agency.

Eisenhower accepts cash, checks, American Express, Visa, Discover, and MasterCard credit cards. Should you have any questions or concerns regarding your bill or charges, please call a Patient Financial Customer Service representative at 800-453-6012.