



DISCOUNT PAYMENT AND CHARITY CARE DISCHARGE NOTICE

DISCOUNTED PAYMENT AND CHARITY CARE PROGRAM

Marshall Medical Center and its affiliated clinics ("Marshall") provide Discounted Payment and Charity Care services to Financially Qualified Patients in accordance with its Discounted Payment and Charity Care Program policy. Patients that have a family income at or below 450% of the Federal Poverty Level and are either under/uninsured or have High Medical Costs are screened to determine eligibility after submitting a completed application. Patients may request Discounted Payment and Charity Care services by submitting a Statement of Financial Condition:

- 1) by mail to Marshall Medical Center, P.O. Box 872, Placerville, CA 95667
- 2) in person application any Marshall registration location; or
- 3) online by visiting the following website: <https://www.marshallmedical.org/patients-visitors/patient-information/financial-assistance>.

If you apply or have a pending application for another health care program at the same time that you have applied for Marshall's Discounted Payment and Charity Care Program, neither application shall preclude eligibility for the other program.

2024 Federal Poverty Guidelines (source HHS poverty guidelines updated each January)		
Family Size	Gross Yearly Income Minimum	Gross Yearly Income Maximum
1	\$15,060	\$67,770
2	\$20,440	\$91,980
3	\$25,820	\$116,190
4	\$31,200	\$140,400

For more information and/or to obtain Marshall's Discounted Payment and Charity Care associated policies, patients may contact Marshall's financial counselors (1) in person at the main admitting desk located at 1100 Marshall Way, Placerville, CA 95667; (2) by calling 530-626-2618; (3) by e-mailing hpfc@marshallmedical.org; or (4) online at www.marshallmedical.org.

EMERGENCY PHYSICIAN'S SERVICES

For patients that receive emergency physician related services there are financial assistance and discounted payment options available to qualified patients. Emergency Medicine Physicians also offer no cost or discounted services. Eligibility is based on the family income not exceeding 400% of the Federal Poverty Level and dependent on verification of the family income. You can obtain their application and policy by contacting their Call Center Representative at 1-800-982-8177. Other discounts or payment options listed in this notice do not represent the options available through Emergency Medicine Physicians.

GOOD FAITH ESTIMATE

All patients receiving scheduled services will receive a good faith estimate for the total expected cost of the associated items or services at least 1 business day before the scheduled appointment if the appointment was scheduled within 3 days of the appointment time, or 3 days before the scheduled appointment if the appointment is scheduled at least 3 days before the scheduled appointment time. Patients may also find Marshall's public list of 300 shoppable service quotes online at <https://mychart.marshallmedical.org>. For more information on rates and charges, patients may call our financial counselors at 530-626-2618.

GOVERNMENTAL PROGRAMS

Marshall participates in several governmental assistance programs, such as Medicare, Medi-Cal/CMSP, California Tobacco Control Program (Prop 99), California Children Services, and Victims of Crime. Marshall offers assistance to patients in identifying eligibility for these programs. For more information regarding these programs, please contact our financial counselors at 530-626-2618.

MEDI-CAL/CMSP is a State/County funded program that is determined by eligibility. Applications may be obtained at any Marshall registration area or by contacting Marshall's in-house eligibility representative at 530-626-2798.

COVERED CA is a marketplace for people to find out if they are eligible for and buy health insurance, including Medi-Cal: individuals may even qualify for low-cost insurance. Visit www.coveredca.com or call 1-800-300-1506 for more information.

MEDI-CAL PRESUMPTIVE ELIGIBILITY

Uninsured and Underinsured patients will be screened for Medi-Cal Hospital Presumptive Eligibility. Patients with active Medi-Cal and patients eligible for Medi-Cal will be presumed eligible for the Discounted Payment and Charity Care Program.

SELF PAY DISCOUNT POLICY

Marshall accepts for self-pay patients, as payment in full, an amount no greater than that generally billed and received by Marshall for patient covered by commercial health insurance. Marshall applies a self-pay discount against the total gross charges prior to billing a patient.

SELF-PAY PROMPT PAY DISCOUNT

For patients who do not have third-party coverage from a health insurer, health care service plan, third party liability, Medicare, or Medi-Cal/CMSP. We offer a 20% reduction at the time of service. Certain exclusions do apply. Please ask any registration area or please contact our financial counselor at 530-626-2618.

HELP PAYING YOUR BILL

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.

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 file a complaint.

RESOURCES

CREDIT COUNSELING SERVICES

Non-profit Credit Counseling Services are available through Legal Services of Northern California at 888-354-4474.

We do refer some delinquent accounts to third-party debt collection agencies. State and Federal law requires debt collectors to treat you fairly and prohibit debt collectors from making false statements or threats of violence, using obscene or profane language, and making improper communications with third parties, including your employer. Except under usual circumstances, debt collectors may not contact you before 8:00 a.m. or after 9:00 p.m. In general, a debt collector may not give you information about your debt to another person to confirm your location or to enforce a judgment. For more information about debt collection activities, you may contact the Federal Trade Commission by telephone at 1-877-FTC-HELP (1-877-382-4537) or online at www.ftc.gov/os/statutes/fdcpajump.shtm. Additionally, in the event your account is referred to a collection agency and you have Problems with that agency, please contact us immediately at 530-626-2618.

HEALTH CONSUMER ALLIANCE (HCA)

There are organizations that will help patients understand the billing and payment process as well as Information regarding Covered California and Medi-Cal presumptive eligibility at <https://healthconsumer.org> or call 1-888-804-3536.

ATTENTION: If you need help in your language, please call 530-626-2618 or visit the main admitting desk located at 1100 Marshall Way Placerville, CA 95667. Their office hours are 7:00am-5:00pm. 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.

تنبيه: إذا كنت بحاجة إلى مساعدة بلغتك ، فيرجى الاتصال بالرقم 530-626-2618 أو زيارة مكتب القبول الرئيسي الموجود في Marshall Way Placerville ، CA 1100 95667. ساعات عملهم هي 7:00 صباحا - 5:00 مساء. تتوفر أيضا مساعدات وخدمات للأشخاص ذوي الإعاقة ، مثل المستندات بطريقة برايل والطباعة الكبيرة والصوت وغيرها من الأشكال الإلكترونية الميسرة. هذه الخدمات مجانية.

ATTENTION: Si vous avez besoin d'aide dans votre langue, veuillez appeler le 530-626-2618 ou vous rendre au bureau d'admission principal situé au 1100 Marshall Way Placerville, CA 95667. Leurs heures de bureau sont de 7h00 à 17h00. Des aides et des services pour les personnes handicapées, comme des documents en braille, en gros caractères, audio et d'autres formats électroniques accessibles, sont également disponibles. Ces services sont gratuits.

ACHTUNG: Wenn Sie Hilfe in Ihrer Sprache benötigen, rufen Sie bitte 530-626-2618 an oder besuchen Sie den Haupteinlassschalter in 1100 Marshall Way Placerville, CA 95667. Die Bürozeiten sind von 7:00 bis 17:00 Uhr. Hilfsmittel und Dienstleistungen für Menschen mit Behinderungen, wie Dokumente in Brailleschrift, Großdruck, Audio und anderen barrierefreien elektronischen Formaten sind ebenfalls verfügbar. Diese Dienste sind kostenlos.

XIM: Yog hais tias koj xav tau kev pab nyob rau hauv koj hom lus, thov hu rau 530-626-2618 los yog mus ntsib lub ntsiab admitting desk nyob ntawm 1100 Marshall Way Placerville, CA 95667. Laww chaw ua hauj lwm teev yog 7:00 am-5:00 pm. Aids thiab kev pab rau cov neeg uas muaj mob xiam oob qhab, xws li cov ntaub ntawv nyob rau hauv braille, loj print, audio, thiab lwm yam kev siv electronic formats kuj muaj. Cov kev pab no yog pub dawb xwb.

ध्यान दें: यदि आपको अपनी भाषा में सहायता की आवश्यकता है, तो कृपया 530-626-2618 पर कॉल करें या 1100 मार्शल वे प्लेसरविले, सीए 95667 पर स्थित मुख्य प्रवेश डेस्क पर जाएं। उनके कार्यालय का समय सुबह 7:00 बजे से शाम 5:00 बजे तक है। विकलांग लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल में दस्तावेज़, बड़े प्रिंट, ऑडियो और अन्य सुलभ इलेक्ट्रॉनिक प्रारूप भी उपलब्ध हैं। ये सेवाएं मुफ्त हैं।

注意: あなたの言語で助けが必要な場合は、530-626-2618に電話するか、1100 Marshall Way Placerville、CA 95667にあるメインの入場デスクにアクセスしてください。営業時間は7:00am-5:00pmです。点字、大活字、音声、その他のアクセシブルな電子形式の文書など、障害を持つ人々のための支援やサービスも利用できます。これらのサービスは無料です。

주의: 귀하의 언어로 도움이 필요하면 530-626-2618로 전화하거나 1100 Marshall Way Placerville, CA 95667에 위치한 주 입학 데스크를 방문하십시오. 근무 시간은 오전 7:00-오후 5:00입니다. 점자, 큰 활자, 오디오 및 기타 접근 가능한 전자 형식으로 된 문서와 같은 장애인을 위한 보조 도구 및 서비스도 제공됩니다. 이러한 서비스는 무료입니다.

ATENÇÃO: Se você precisar de ajuda em seu idioma, ligue para 530-626-2618 ou visite o balcão de admissão principal localizado em 1100 Marshall Way Placerville, CA 95667. O horário de atendimento é das 7h00 às 17h00. Auxiliares e serviços para pessoas com deficiência, como documentos em braille, letras grandes, áudio e outros formatos eletrônicos acessíveis também estão disponíveis. Estes serviços são gratuitos.

ВНИМАНИЕ: Если вам нужна помощь на вашем языке, позвоните по телефону 530-626-2618 или посетите главную стойку приема, расположенную по адресу 1100 Marshall Way Placerville, CA 95667. Часы работы с 7:00 до 17:00. Также доступны вспомогательные средства и услуги для людей с ограниченными возможностями, такие как документы со шрифтом Брайля, крупным шрифтом, аудио и другие доступные электронные форматы. Эти услуги бесплатны.

注意： 如果您需要语言方面的帮助，请致电 530-626-2618 或访问位于 1100 Marshall Way Placerville, CA 95667 的主接待处。他们的办公时间为上午 7：00 至下午 5：00。还提供针对残障人士的辅助工具和服务，如盲文、大字体、音频和其他无障碍电子格式的文件。这些服务是免费的。

注意： 如果您需要語言方面的說明，請致電 530-626-2618 或訪問位於 1100 Marshall Way Placerville, CA 95667 的主接待處。他們的辦公時間為上午 7：00 至下午 5：00。還提供針對殘障人士的輔助工具和服務，如盲文、大字體、音訊和其他無障礙電子格式的檔。這些服務是免費的。

ATENCIÓN: Si necesita ayuda en su idioma, llame al 530-626-2618 o visite el mostrador principal de admisión ubicado en 1100 Marshall Way Placerville, CA 95667. Su horario de oficina es de 7:00 a.m. a 5:00 p.m. También están disponibles ayudas y servicios para personas con discapacidades, como documentos en braille, letra grande, audio y otros formatos electrónicos accesibles. Estos servicios son gratuitos.

ATTENTION: Kung kailangan mo ng tulong sa iyong wika, tumawag lamang sa 530-626-2618 o bisitahin ang main admitting desk na matatagpuan sa 1100 Marshall Way Placerville, CA 95667. 7:00am 5:00pm ang office hours nila. Ang mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille, malaking print, audio, at iba pang mga naa access na mga format ng elektroniko ay magagamit din. Ang mga serbisyonang ito ay libre.

CHÚ Ý: Nếu bạn cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi 530-626-2618 hoặc đến bàn tiếp nhận chính tại 1100 Marshall Way Placerville, CA 95667. Giờ làm việc của họ là 7:00 sáng - 5:00 chiều. Hỗ trợ và dịch vụ cho người khuyết tật, như tài liệu bằng chữ nổi, bản in lớn, âm thanh và các định dạng điện tử có thể truy cập khác cũng có sẵn. Các dịch vụ này là miễn phí.

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեր լեզվով օգնության կարիք ունեք, ինդրում ենք զանգահարել 530-626-2618 կամ այցելել գլխավոր ընդունող գրասենյակը, որը գտնվում է Marshall Way Placerville, CA 95667 հասցեում: Նրանց գրասենյակային ժամերն են 7:00-5:00: Հասանելի են նաեւ հաշմանդամություն ունեցող անձանց համար նախատեսված սարքեր եւ ծառայություններ, ինչպես բրեյլիում գտնվող փաստաթղթերը, մեծ տպաքանակը, աուդիո եւ այլ հասանելի էլեկտրոնային ձեւաչափերը: Այս ծառայությունները անվճար են:

MARSHALL MEDICAL
CENTER