

NORTHERN INYO HEALTHCARE DISTRICT

FINANCIAL ASSISTANCE AND CHARITY CARE

PLAIN LANGUAGE SUMMARY

Northern Inyo Healthcare District (NIHD) wants to make sure everyone can get medical care—even if they don't have enough money or insurance to pay for it. This policy explains how NIHD helps people who are struggling to pay their medical bills. NIHD helps patients who need medical care but have trouble paying. Some people can get free or discounted care depending on their income and financial situation.

What Kind of Help Is Available?

NIHD offers free or discounted care based on your income and situation:

- **Free care** if your income is very low (at or below 100% of the Federal Poverty Level).
- **Discounted care** (55% to 90% off) if your income is between 101% and 400% of the Federal Poverty Level.
- **Help for special situations**, like if you're homeless, recently bankrupt, or the patient has died and has no estate.
- **Large discounts** if your medical bills are more than 30% of your annual income.
- **Help for insured patients** with very high out-of-pocket costs.
- **Automatic 30% discount** for uninsured patients who don't qualify for other programs.
- **Payment plans** that allow you to pay over time—never more than 10% of your monthly income.
- **Limits on charges**, so you don't pay more than Medicare or Medi-Cal would for the same services.

How to Apply for Financial Help

If you can't afford your medical bill:

1. **Tell NIHD**—they will check if you might qualify.
2. Fill out a Financial Assistance Application and include proof of your income (like pay stubs or tax returns).
3. If your application is missing anything, NIHD will ask you to provide it.

NIHD looks at:

1. Your income,
2. Your medical expenses,
3. Your financial situation.
4. You may need to apply for other programs (like Medi-Cal) before getting charity or discounted care. NIHD can help with that.

Getting a Decision

- NIHD will tell you within 30 days if your application is approved.
- If approved, the help can be used for bills up to 6 months old.
- You'll get a letter that explains how much of your bill is covered.

- If you disagree with the decision, you can ask NIHD to review it within 30 days.

How You'll Be Notified About This Help

NIHD must give you information about financial assistance when you:

- Register or are discharged from the hospital.
- If not given in person, the information must be mailed within 72 hours.

If you don't have insurance, NIHD will:

- Offer help applying for Medi-Cal or Covered California, and
- Provide a cost estimate for your care.

Get Help Understanding Your Bill

You can get **free help** understanding your bill and your rights, as well as information regarding Covered California and the Medi-Cal presumptive eligibility program. There are free consumer advocacy organizations that will help you understand the billing and payment process. Contact the:

- **Health Consumer Alliance at 888-804-3536**
- Go to <https://healthconsumer.org>

Find Prices for Services

You can find NIHD prices and estimates (before discounts) on many common services online:

<https://nih.patientsimple.com/guest#/index>

Have a Complaint?

If you think NIHD wrongly denied your request for help, you can file a complaint with the:

- **Hospital Bill Complaint Program**
Visit: HospitalBillComplaintProgram.hcai.ca.gov

Need Help in Your Language or Have a Disability?

NIHD offers:

- Free help in other languages
- Free accessible services (like large print, braille, or audio)

Call: (760) 873-2097

Email: Credit.Billing@nih.org

Visit: 150 Pioneer Lane, Bishop, CA (8:30 a.m. – 4 p.m.)

ATTENTION: If you need help in your language, please call (760) 873-5811 or visit the Compliance Office. The office is open 8 AM to 4 PM and located at 150 Pioneer Lane in Bishop, CA. 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.

Arabic

انتباه: إذا كنت بحاجة إلى مساعدة بلغتك، يرجى الاتصال على (760) 873-5811، TTY 711 أو زيارة مكتب الامتثال. المكتب مفتوح من الساعة 8 صباحًا حتى 4 مساءً ويقع في Pioneer Lane 150 في بيشوب، كاليفورنيا. تتوفر أيضًا وسائل مساعدة وخدمات للأشخاص ذوي الإعاقة، مثل المستندات بطريقة برايل، الطباعة الكبيرة، الصوت، وغيرها من التنسيقات الإلكترونية القابلة للوصول. هذه الخدمات مجانية.

Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆ

Եթե Ձեր լեզվով օգնության կարիք ունեք, իսկողում ենք (760) 873-5811 կամ այցելել Compliance Office: Գրասենյակը բաց է 8 AM to 4 PM և գտնվում է 150 Pioneer Lane in Bishop, CA Առկա են նաև օժանդակ միջոցներ և ծառայություններ հաշմանդամություն ունեցող անձանց համար, ինչպիսիք են բրայլայն փաստաթղթերը, մեծ տառատեսակները, աուդիո և այլ մատչելի էլեկտրոնային ձևաչափերը: Այս ծառայություններն ԱՆՎՃԱՐ են

Cambodian

យកចិត្តទុកដាក់: ប្រសិនបើអ្នកត្រូវការជំនួយជាភាសាបស់អ្នក សូមទូរស័ព្ទទៅលេខ (760) 873-5811 ឬចូលទៅកាន់ការិយាល័យអនុលោមភាព។ ការិយាល័យបើកពីម៉ោង 8 ព្រឹកដល់ម៉ោង 4 ល្ងាច ហើយមានទីតាំងនៅ 150 Pioneer Lane ក្នុង Bishop, CA ។ ជំនួយ និងសេវាកម្មសម្រាប់ជនពិការ ដូចជាឯកសារជាអក្សរស្នាប ការបោះពុម្ពផ្ទាំងសំឡេង និងទម្រង់អេឡិចត្រូនិកដែលអាចចូលប្រើបានផ្សេងទៀតក៏មានផងដែរ។ សេវាកម្មទាំងនេះមិនគិតថ្លៃទេ។

Chinese

注意：如果您需要语言帮助，请致电 (760) 873-5811 或访问合规办公室。合规办公室的办公时间为上午 8 点至下午 4 点，位于加利福尼亚州毕夏普市先锋巷 150 号。我们还为残障人士提供辅助工具和服务，如盲文文件、大字体文件、音频文件和其他无障碍电子格式文件。这些服务都是免费的。

FARSI

توجه: اگر به کمک به زبان خود نیاز دارید، لطفاً با شماره (760) 873-5811، TTY 711 تماس بگیرید یا به دفتر انطباق مراجعه کنید. این دفتر از ساعت ۸ صبح تا ۴ بعدازظهر باز است و در Pioneer Lane ۱۵۰ در بيشاپ، كاليفرنيا واقع شده است. همچنین، کمک‌ها و خدماتی برای افراد دارای معلولیت در دسترس است، مانند اسناد به خط بریل، چاپ بزرگ، فایل‌های صوتی، و سایر قالب‌های الکترونیکی قابل دسترس. این خدمات رایگان هستند.

Hindi

ध्यान दें: अगर आपको अपनी भाषा में मदद की ज़रूरत है, तो कृपया (760) 873-5811 पर कॉल करें या कंप्लायंस ऑफिस जाएँ। यह ऑफिस सुबह 8 बजे से शाम 4 बजे तक खुला रहता है और बिशप, CA में 150 पायनियर लेन पर स्थित है। विकलांग लोगों के लिए सहायता और सेवाएँ, जैसे ब्रेल, बड़े प्रिंट, ऑडियो और अन्य सुलभ इलेक्ट्रॉनिक प्रारूपों में दस्तावेज़ भी उपलब्ध हैं। ये सेवाएँ निःशुल्क हैं।

Hmong

CEEB TOOM: Yog tias koj xav tau kev pab ua koj hom lus, thov hu rau (760) 873-5811 lossis mus ntsib Chaw Ua Haujlwm Ua Raws Cai. Lub chaw haujlwm qhib thaum 8 teev sawv ntxov txog 4 teev tsaus ntuj thiab nyob ntawm 150 Pioneer Lane hauv Bishop, CA. Cov kev pab thiab cov kev pab cuam rau cov neeg xiam oob qhab, xws li cov ntaub ntawv nyob rau hauv daim ntawv Braille, luam ntawv loj, suab, thiab lwm yam khoom siv hluav taws xob siv tau kuj muaj. Cov kev pabcuam no pub dawb.

Japanese

ATTENTION: 日本語でのサポートが必要な場合は、(760) 873-5811 までお電話いただくか、コンプライアンス・オフィスまでお越しください。オフィスの営業時間は午前8時から午後4時までで、場所はカリフォルニア州ビショップの150 Pioneer Laneです。点字、大活字、音声、その他の利用しやすい電子形式の文書など、障害をお持ちの方のための補助およびサービスもご利用いただけます。これらのサービスは無料。

Korean

주의: 해당 언어로 도움이 필요하면 (760) 873-5811로 전화하거나 규정 준수 사무실을 방문하세요. 사무실은 오전 8시부터 오후 4시까지 운영되며 캘리포니아주 비숍의 150 파이오니아 레인에 있습니다. 점자, 큰 활자, 오디오 및 기타 접근 가능한 전자 형식의 문서와 같은 장애인을 위한 지원 및 서비스도 제공됩니다. 이러한 서비스는 무료입니다.

Laotian

ຂໍ້ຄວນລະວັງ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານ, ກະລຸນາໂທຫາ (760) 873-5811 ຫຼືໂປຣ໌ມຢາມຫ້ອງການປະຕິບັດຕາມ. ຫ້ອງການແມ່ນເປີດ 8 ໂມງເຊົ້າຫາ 4 ໂມງແລງ ແລະຕັ້ງຢູ່ທີ່ 150 Pioneer Lane ໃນ Bishop, CA. ການຊ່ວຍເຫຼືອ ແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນ: ເອກະສານທີ່ເປັນຕົວອັກສອນນູນ, ການພິມຂະໜາດໃຫຍ່, ສຽງ ແລະຮູບແບບອີເລັກໂທຣນິກອື່ນໆທີ່ສາມາດເຂົ້າເຖິງໄດ້. ການບໍລິການເຫຼົ່ານີ້ແມ່ນບໍ່ເສຍຄ່າ.

Punjabi

ਧਿਆਨ ਦਿਓ: ਜੇਕਰ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ (760) 873-5811 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ ਪਾਲਣਾ ਦਫ਼ਤਰ 'ਤੇ ਜਾਓ। ਦਫ਼ਤਰ ਸਵੇਰੇ 8 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 4 ਵਜੇ ਤੱਕ ਖੁੱਲ੍ਹਾ ਰਹਿੰਦਾ ਹੈ ਅਤੇ ਬਿਸ਼ਪ, CA ਵਿੱਚ 150 ਪਾਇਨੀਅਰ ਲੇਨ 'ਤੇ ਸਥਿਤ ਹੈ। ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੱਡੇ ਪ੍ਰਿੰਟ, ਆਡੀਓ, ਅਤੇ ਹੋਰ ਪਹੁੰਚਯੋਗ ਇਲੈਕਟ੍ਰਾਨਿਕ ਫਾਰਮੈਟ ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫ਼ਤ ਹਨ।

Russian

ВНИМАНИЕ: Если вам нужна помощь на вашем языке, пожалуйста, позвоните по телефону (760) 873-5811 или посетите офис по соблюдению нормативных требований. Офис открыт с 8 утра до 4 вечера и находится по адресу 150 Pioneer Lane в Бишопе, штат Калифорния. Для людей с ограниченными возможностями предоставляются вспомогательные средства и услуги, например, документы, напечатанные шрифтом Брайля, крупным шрифтом, в аудио- и других доступных электронных форматах. Эти услуги бесплатны.

Spanish

ATENCIÓN: Si necesita ayuda en su idioma, llame al (760) 873-5811 o visite la Oficina de Cumplimiento. La oficina está abierta de 8 AM a 4 PM y se encuentra en 150 Pioneer Lane en Bishop, CA. También hay disponibles ayudas y servicios para personas con discapacidad, como documentos en braille, letra grande, audio y otros formatos electrónicos accesibles. Estos servicios son gratuitos.

Tagalog

PAUNAWA: Kung kailangan mo ng tulong sa iyong wika, mangyaring tumawag sa (760) 873-5811 o bisitahin ang Compliance Office. Ang opisina ay bukas 8 AM hanggang 4 PM at matatagpuan sa 150 Pioneer Lane sa Bishop, CA. Mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille, Malaki Available din ang print, audio, at iba pang naa-access na electronic format. Ang mga serbisyong ito ay libre.

Vietnamese

LƯU Ý: Nếu bạn cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi (760) 873-5811 hoặc đến Văn phòng Tuân thủ. Văn phòng mở cửa từ 8 giờ sáng đến 4 giờ chiều và tọa lạc tại 150 Pioneer Lane ở Bishop, CA. Các dịch vụ hỗ trợ và dịch vụ dành cho người khuyết tật, như tài liệu chữ nổi, chữ in lớn, âm thanh và các định dạng điện tử để tiếp cận khác cũng có sẵn. Các dịch vụ này miễn phí.