

Northern Inyo Healthcare District

Financial Assistance and Charity Care are Available Discharge Notice

Northern Inyo Healthcare District (NIHD) offers financial assistance and charity care for eligible patients who need emergency or medically necessary healthcare services.

To learn more or get a copy of our Financial Assistance and Charity Care Policy, you can:

- 📞 Call our Credit and Billing Department at **(760) 873-2097**
Email us at **Credit.Billing@nih.org**
- 🌐 Visit our website: <https://www.nih.org/help-paying-my-bill/>

Eligibility

You may qualify for free or discounted care if your or your family's income is at or below 400% of the Federal Poverty Level. We offer discounts for certain high-cost coverage, catastrophic care, uninsured patient discounts, and flexible payment plans.

How to Apply for Financial Assistance or Charity Care

Applying for financial assistance is simple! You can get the application:

- 📍 In person at our Credit and Billing Office 🌐
 - Online: <https://www.nih.org/help-paying-my-bill/>
 - By email request: Credit.Billing@nih.org
- Need help? Reach out—we are happy to assist you!

Help Paying Your Bill

There are organizations that will help you understand the billing and payment process, as well as information regarding Covered California and Medi-Cal presumptive eligibility program. 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 <https://healthconsumer.org> for more information.

Shoppable Services

You can find NIHD prices and estimates (before discounts) on many common services online:
<https://nih.patientsimple.com/guest#/index>

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.



Northern Inyo Healthcare District
150 Pioneer Lane
Bishop, California 93514

Notice of Nondiscrimination

Northern Inyo Healthcare District complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Northern Inyo Healthcare District does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Northern Inyo Healthcare District:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - ✓ Qualified sign language interpreters
 - ✓ Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language assistance services to people whose primary language is not English, such as:
 - ✓ Qualified interpreters
 - ✓ Information written in other languages

If you need these services, contact Patty Dickson, Compliance Officer; 150 Pioneer Lane, Bishop, California 93514; phone (760) 873-2022, TTY 711; or email patty.dickson@nih.org.

If you believe that Northern Inyo Healthcare District has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Alison Murray, Civil Rights Coordinator
150 Pioneer Lane, Bishop, California 93514
Phone (760) 873-2145
TTY 711
Fax (760) 873-2108
Email alison.murray@nih.org.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Alison Murray is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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, ինդրում 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: របស់នៃបើអ្នកត្រូវការជំនួយជាភាសារបស់អ្នក សូមទូរស័ព្ទទៅលេខ (760) 873-5811 ឬចូលទៅកាន់ការិយាល័យអនុលោមភាព។ ការិយាល័យបើកពីម៉ោង 8 ព្រឹកដល់ម៉ោង 4 ល្ងាចហើយមានទីតាំងនៅ 150 Pioneer Lane ផ្លូវ Bishop, CA ។ ជំនួយ និងសេវាកម្មសម្រាប់ជនពិការ ដូចជាឯកសារជាអក្សរស្តាប 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، فایل های صوتی، و سایر قالب های 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 पायिनयर लेन पर स्थित है। विकलांग लोगों के लिए सहायता और सेवाएँ, जैसे बरेल, बड़े पिरंट, ऑडियो और अन्य सुलभ इलेक्ट्रॉनिक परारूपों 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 파이오니어 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 ຫຼືໂປຣ໌ແກມຍາມຕ້ອງການປະຕິບັດຕາມ. ຫ້ອງການແມ່ນເປີດ 8 ໂມງເຊົ້າຫາ 4 ໂມງແລງ ແລະຕັ້ງຢູ່ທີ່ 150 Pioneer Lane ໃນ Bishop, CA. ການຊ່ວຍເຫຼືອ ແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນ: ເອກະສານທີ່ເປັນຕົວອັກສອນນູນ, ການພິມຂະໜາດໃຫຍ່, ລຽງ ແລະຮູບແບບອີເລັກໂທຣນິກອື່ນໆທີ່ສາມາດເຂົ້າເຖິງໄດ້. ການບໍລິການເຫຼົ່ານີ້ແມ່ນບໍ່ເສຍຄ່າ.

Punjabi

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