



# Keck Medicine of USC

Keck Hospital  
of USC

USC Arcadia  
Hospital

USC Norris  
Cancer Hospital

USC Verdugo  
Hills Hospital

## Discharge Notice of Financial Assistance and Payment Options

# Help Paying Your Bill

Keck Medicine of USC is dedicated to ensuring that compassionate, quality care is extended to all, regardless of their ability to pay. Keck Medicine of USC's Financial Assistance Program and discount options help to make medically necessary services available to members of its community. This includes people who don't have health insurance and can't pay their hospital bill, as well as patients who do have insurance but are unable to pay for their care. Depending on circumstances, income and family size, some patients will not be required to pay for services; others may be asked to make partial payment. Keck Medicine of USC will not charge patients more than AGB (amounts generally billed) for emergency or other medically necessary care.

Patients whose family income is 400% or less of federal poverty guidelines may be eligible for assistance through Keck Medicine of USC's Financial

Assistance Program. If you are uninsured and having services performed at Keck Medicine of USC, we can help you with the Medi-Cal application process. During open enrollment you may be able to obtain coverage under Covered California. We have many ways to assist you and your family.

Since California law does not allow the hospital to employ physicians, the Financial Assistance Program does not necessarily extend to physician services. However, the law requires certain physicians to limit expected payment from eligible patients who are uninsured or have high medical costs, or whose income is at or below 400% of the federal poverty level. (For information on poverty guidelines, visit the U.S. Department of Health & Human Services website at: <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>)

**How to Apply:** Financial Assistance applications, Financial Assistance policies, Billing and Collections policies and Plain Language Summaries are available to all patients in multiple languages:



### By Mail:

#### Keck Medicine of USC

Patient Accounting - FAA Coordinator  
1000 S. Fremont St., Alhambra, CA 91803

#### USC Arcadia Hospital

Patient Financial Services - FAA Coordinator  
300 W. Huntington Drive, Arcadia, CA 91007



### By Phone:

#### Call Keck Medicine of USC

Monday – Friday, 8 a.m. - 5 p.m. PST  
at (855) 532-5729

#### Call USC Arcadia Hospital

Monday – Friday, 8 a.m. - 4:30 p.m. PST  
at (626) 574-3594



### By Email:

[pfscustomerservice@med.usc.edu](mailto:pfscustomerservice@med.usc.edu)



### In Person:

Please visit the Admitting, Registration or Front Office Personnel/Departments at any of our locations to ask for a copy of any and all of our Financial Assistance documents.



### Online:

[keckmedicine.org/financial-assistance-program/](https://keckmedicine.org/financial-assistance-program/)



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## Help Paying Your Bill (continued)

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### Hospital Billing Complaint Program:

If you believe you were wrongly denied financial assistance, you may file a complaint with the State of California's Hospital Bill Complaint Program. Go to [hospitalbillcomplaintprogram.hcai.ca.gov](https://hospitalbillcomplaintprogram.hcai.ca.gov) for more information and to file a complaint.

### More Help:

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](https://healthconsumer.org) for more information. You may reach out to Covered California, a free service that connects Californians with brand-name health insurance under the Patient Protection and Affordable Care Act. You may also apply directly for the programs listed below:

- **Medi-Cal:** <https://www.dhcs.ca.gov/Medi-Cal/Pages/apply.aspx>
- **Affordable Care Act:** [www.healthcare.gov](https://www.healthcare.gov) To apply by phone, call (800) 318-2596
- **Covered California:** <https://www.coveredca.com/>
- **Medicare:** [www.ssa.gov/medicare/apply.html](https://www.ssa.gov/medicare/apply.html)

### Languages/Interpreter:

The Financial Assistance Policy, Financial Assistance Application and Plain Language Summary are available in English, Spanish, Armenian and Chinese online and upon request.

If you would like an interpreter to help you with a different language, please contact our Customer Service Department at (855) 532-5729 or USC Arcadia at (626) 574-3594 and we can assist you.

Patients with disabilities may access this notice in an accessible alternative format including, but not limited to, large print, braille, audio, and other accessible electronic formats by contacting the Customer Service Team at (855) 532-57299 or emailing [pscustomerservice@med.usc.edu](mailto:pscustomerservice@med.usc.edu)

**Shoppable Services:** <https://www.keckmedicine.org/hospital-pricing-information/>

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Patient signature