



Keck Medicine of USC

Keck Hospital
of USC

USC Arcadia
Hospital

USC Norris
Cancer Hospital

USC Verdugo
Hills Hospital

Plain Language Summary

Financial Assistance Program (FAP):

Keck Medicine of USC, which includes Keck Hospital of USC, USC Norris Cancer Hospital, USC Verdugo Hills Hospital (VHH), and USC Arcadia Hospital (UAH) 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 helps 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 the portion of their bill that is not covered by insurance. 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.

Since California law does not allow the hospital to employ physicians, its Financial Assistance Program (FAP) does not necessarily extend to physician services. However, the law requires certain physicians to limit expected payment from eligible patients that are uninsured or have high medical costs 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: [HHS Poverty Guidelines for 2026](#) .

Who is eligible?

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

How to Apply:

FAP applications, FAP policy, Billing and Collections policy and Plain Language Summary are available to all patients in English, Spanish and other languages and we can assist patients with disabilities.

Please ask the Admitting/Registration or Front Office Personnel staff at the time of service or call the Customer Service Monday through Friday, from 8:00am 5:00pm PST.

Keck Hospital of USC, USC Norris Hospital and USC Verdugo Hills Hospital's Customer Service Team can be reached at 855-532-5729.



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USC Arcadia Hospital's Customer Service team can be reached at 626-574-3594.

Patients can also email and request Financial Assistance Documents at
pfscustomerservice@med.usc.edu

Or patients can review and print the application on our website at [Help Paying Your Bill](#)

Uninsured Discount Program:

Keck Medicine of USC has implemented a Self-Pay Payment Program for its uninsured patients. Any Financial Assistance Program discounts are in addition to the uninsured discount program.