

HELP PAYING YOUR BILL

Anaheim Community Hospital provides financial assistance for patients who qualify. If you need assistance paying your bill, a discount and free care program are available.

How to Apply – To apply for either our discount program or our free care program, ask to speak to our Patient Financial Services department or call 714-243-9043 between 8am and 5pm, Monday through Friday.

Access to Information – To obtain a copy of our Free Care/Discount Policy and applicable documents, ask one of our Patient Financial Services representatives or click on our link at <https://www.anaheimcommunityhospital.com/help-paying-your-bill/>

Hospital Bill 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 for more information and to file a complaint.

Medi-Cal/Medicaid & Government Program Eligibility: You may be eligible for a government-sponsored health benefit program. Anaheim Community Hospital has staff available to assist you with applying for government programs like Medi-Cal/Medicaid. Medi-Cal's presumptive eligibility program provides qualified individuals immediate access to temporary, no-cost Medi-Cal while applying for permanent Medi-Cal coverage or other health coverage. Please contact Patient Financial Services at (714) 243-9043 if you would like additional information about government programs, or need assistance with applying for such programs. This facility also contracts with organizations that may assist you further with applying for government assistance, if needed HSC § 127410(a).

Covered California - You may be eligible for health care coverage under Covered California, which is California's health benefit exchange under the Affordable Care Act. Contact the Patient Financial Services department at (714) 243-9043 for more detail and assistance to see if you qualify for health care coverage through Covered California HSC § 127410(a).

More Help – There are organizations that will help you understand the billing and payment process. You can visit the internet webpage for Health Consumer Alliance at healthconsumer.org for more information.

Disability Assistance – If you have a disability and require alternative format of our information including but not limited to large print, braille, audio, and other accessible electronic formats please contact the Patient Financial Services for assistance.

Other Languages - For language assistance, interpreters are available to you at no cost. The application, policy, and policy summary may be available in your language. For more information, call 714-243-9043 between 8am and 5pm, Monday through Friday.

Languages include Spanish, Chinese, Vietnamese, Tagalog, Korean, Armenian, Persian (Farsi), Russian, Japanese, Arabic, Punjabi, Mon-Khmer (Cambodian), Hmong, Hindi, and Thai.

Price Transparency - Information on standard hospital costs for commonly provided services, including the list of shoppable services are available at:

<https://www.anaheimcommunityhospital.com/price-transparency/>

TAGLINE SHEET - LANGUAGE ASSISTANCE AND ACCESSIBILITY

English

ATTENTION: If you need help in your language, please call 714-243-9043 or visit the Patient Registration/Admissions Office at Anaheim Community Hospital, 3350 West Ball Road, Anaheim, CA 92804. The office is open 8:00 a.m. to 5:00 p.m., Monday through Friday. 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.

Spanish

ATENCIÓN: Si necesita ayuda en su idioma, llame al 714-243-9043 o visite la Oficina de Registro/Admisiones de Pacientes de Anaheim Community Hospital, 3350 West Ball Road, Anaheim, CA 92804. La oficina está abierta de 8:00 a. m. a 5:00 p. m., de lunes a viernes. También hay ayudas y servicios gratuitos para personas con discapacidades, como documentos en braille, letra grande, audio y otros formatos electrónicos accesibles.

Chinese (Simplified)

注意：如果您需要使用您的语言获得帮助，请致电 714-243-9043，或前往 Anaheim Community Hospital 患者登记/入院办公室，地址：3350 West Ball Road, Anaheim, CA 92804。办公时间为周一至周五上午 8:00 至下午 5:00。我们还为残障人士免费提供辅助工具和服务，例如盲文、大字版、音频和其他无障碍电子格式的文件。

Vietnamese

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi 714-243-9043 hoặc đến Văn phòng Đăng ký/Nhập viện Bệnh nhân tại Anaheim Community Hospital, 3350 West Ball Road, Anaheim, CA 92804. Văn phòng mở cửa từ 8:00 sáng đến 5:00 chiều, Thứ Hai đến Thứ Sáu. Các phương tiện và dịch vụ hỗ trợ dành cho người khuyết tật, như tài liệu chữ nổi, chữ in lớn, âm thanh và các định dạng điện tử dễ tiếp cận khác, cũng được cung cấp miễn phí.

Tagalog

PAUNAWA: Kung kailangan ninyo ng tulong sa inyong wika, tumawag sa 714-243-9043 o pumunta sa Patient Registration/Admissions Office ng Anaheim Community Hospital, 3350 West Ball Road, Anaheim, CA 92804. Bukas ang opisina mula 8:00 a.m. hanggang 5:00 p.m., Lunes hanggang Biyernes. Available rin nang libre ang mga tulong at serbisyo para sa mga taong may kapansanan, gaya ng mga dokumentong braille, malalaking letra, audio, at iba pang naa-access na elektronikong format.

Korean

주의: 귀하의 언어로 도움이 필요하시면 714-243-9043으로 전화하시거나 Anaheim Community Hospital 환자 등록/입원 사무실(3350 West Ball Road, Anaheim, CA 92804)을 방문해 주십시오. 사무실 운영 시간은 월요일부터 금요일까지 오전 8시부터 오후 5시까지입니다. 점자, 큰 글자, 오디오 및 기타 접근 가능한 전자 형식의 문서 등 장애인을 위한 보조 수단과 서비스도 무료로 제공됩니다.

Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե ձեր լեզվով օգնության կարիք ունեք, զանգահարեք 714-243-9043 կամ այցելեք Anaheim Community Hospital-ի հիվանդների գրանցման/ընդունման գրասենյակ՝ 3350 West Ball Road, Anaheim, CA 92804 հասցեով: Գրասենյակը բաց է երկուշաբթիից ուրբաթ՝ ժամը 8:00-ից 17:00-ը: Հաշմանդամություն ունեցող անձանց համար անվճար հասանելի են նաև օժանդակ միջոցներ և ծառայություններ, այդ թվում՝ բրայլյան, խոշոր տառատեսակով, աուդիո և այլ մատչելի էլեկտրոնային ձևաչափերով փաստաթղթեր:

Persian (Farsi)

توجه: اگر به زبان خود به کمک نیاز دارید، لطفاً با شماره 9043-243-714 تماس بگیرید یا به دفتر ثبت‌نام/پذیرش بیماران در مراجعه کنید West Ball Road, Anaheim, CA 92804 به نشانی Anaheim Community Hospital 3350. ساعات کار دفتر دوشنبه تا جمعه از 8:00 صبح تا 5:00 بعدازظهر است. کمک‌ها و خدمات برای افراد دارای معلولیت، مانند اسناد بریل، چاپ درشت، فایل صوتی و سایر قالب‌های الکترونیکی دسترس‌پذیر نیز به‌صورت رایگان ارائه می‌شود.

Russian

ВНИМАНИЕ: Если вам нужна помощь на вашем языке, позвоните по номеру 714-243-9043 или обратитесь в отдел регистрации/приема пациентов Anaheim Community Hospital по адресу: 3350 West Ball Road, Anaheim, CA 92804. Отдел работает с 8:00 до 17:00 с понедельника по пятницу. Вспомогательные средства и услуги для людей с инвалидностью, включая документы шрифтом Брайля, крупным шрифтом, аудиоформат и другие доступные электронные форматы, также предоставляются бесплатно.

Japanese

注意：ご希望の言語で支援が必要な場合は、714-243-9043 にお電話いただくか、Anaheim Community Hospital の患者登録／入院受付（3350 West Ball Road, Anaheim, CA 92804）までお越しください。受付時間は月曜日から金曜日の午前8時から午後5時までです。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、障害のある方のための補助およびサービスも無料で利用できます。

Arabic

تنبيه: إذا كنت بحاجة إلى مساعدة بلغتك، يُرجى الاتصال على 9043-243-714 أو زيارة مكتب تسجيل/قبول المرضى في المكتب مفتوح من الساعة 8:00 صباحاً حتى 5:00 مساءً، من الاثنين إلى الجمعة. تتوفر أيضاً مجاناً وسائل مساعدة وخدمات للأشخاص ذوي الإعاقة، مثل 8:00 المسندات بطريقة برايل، والطباعة الكبيرة، والصوت، وغيرها من التنسيقات الإلكترونية الميسرة.

Punjabi

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ 714-243-9043 ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ Anaheim Community Hospital ਦੇ Patient Registration/Admissions Office, 3350 West Ball Road, Anaheim, CA 92804 ਤੇ ਜਾਓ। ਦਫ਼ਤਰ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ ਸਵੇਰੇ 8:00 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 5:00 ਵਜੇ ਤੱਕ ਖੁੱਲ੍ਹਾ ਰਹਿੰਦਾ ਹੈ। ਅਪਾਹਜ ਵਿਅਕਤੀਆਂ ਲਈ ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਾਲੇ ਦਸਤਾਵੇਜ਼, ਆਡੀਓ ਅਤੇ ਹੋਰ ਪਹੁੰਚਯੋਗ ਇਲੈਕਟ੍ਰਾਨਿਕ ਫਾਰਮੈਟ ਵਰਗੀਆਂ ਸਹਾਇਤਾਵਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਵੀ ਮੁਫ਼ਤ ਉਪਲਬਧ ਹਨ।

Khmer (Cambodian)

សូមយកចិត្តទុកដាក់: ប្រសិនបើអ្នកត្រូវការជំនួយជាភាសាបស្ចឹម ឬសូមទូរស័ព្ទទៅ 714-243-9043 ឬទៅកាន់ការិយាល័យចុះឈ្មោះ/ទទួលអ្នកជំងឺនៅ Anaheim Community Hospital, 3350 West Ball Road, Anaheim, CA 92804។ ការិយាល័យបើកពីម៉ោង 8:00 ព្រឹក ដល់ 5:00 ល្ងាច ពីថ្ងៃចន្ទដល់ថ្ងៃសុក្រ។ ជំនួយ និងសេវាសម្រាប់ជនពិការ ដូចជា ឯកសារអក្សរ Braille អក្សរធំ សំឡេង និងទម្រង់អេឡិចត្រូនិកដែលអាចចូលប្រើបានផ្សេងទៀត ក៏មានផ្តល់ជូនដោយឥតគិតថ្លៃផងដែរ។

Hmong

CEEB TOOM: Yog koj xav tau kev pab ua koj hom lus, thov hu 714-243-9043 lossis mus rau Patient Registration/Admissions Office ntawm Anaheim Community Hospital, 3350 West Ball Road, Anaheim, CA 92804. Lub chaw ua haujlwm qhib 8:00 sawv ntxov txog 5:00 tsaus ntuj, hnub Monday txog Friday. Kev pab thiab kev pabcuam rau cov neeg xiam oob qhab, xws li ntaub ntawv braille, ntawv loj, suab, thiab lwm hom ntawv hluav taws xob uas siv tau yooj yim, kuj muaj pub dawb.

Hindi

ध्यान दें: यदि आपको अपनी भाषा में सहायता चाहिए, तो 714-243-9043 पर कॉल करें या Anaheim Community Hospital के Patient Registration/Admissions Office, 3350 West Ball Road, Anaheim, CA 92804 पर जाएँ। कार्यालय सोमवार से शुक्रवार सुबह 8:00 बजे से शाम 5:00 बजे तक खुला रहता है। विकलांग व्यक्तियों के लिए ब्रेल, बड़े अक्षरों वाले दस्तावेज़, ऑडियो और अन्य सुलभ इलेक्ट्रॉनिक प्रारूप जैसी सहायक सेवाएँ भी निःशुल्क उपलब्ध हैं।

Thai

โปรดทราบ: หากคุณต้องการความช่วยเหลือในภาษาของคุณ โปรดโทร 714-243-9043 หรือไปที่สำนักงานลงทะเบียน/รับผู้ป่วยของ Anaheim Community Hospital, 3350 West Ball Road, Anaheim, CA 92804 สำนักงานเปิดวันจันทร์ถึงวันศุกร์ เวลา 8:00 น. ถึง 17:00 น. มีอุปกรณ์ช่วยเหลือและบริการสำหรับผู้พิการ เช่น เอกสารอักษรเบรลล์ ตัวพิมพ์ขนาดใหญ่ เสียง และรูปแบบอิเล็กทรอนิกส์ที่เข้าถึงได้อื่น ๆ โดยไม่มีค่าใช้จ่าย