

**What if I don't want to apply for anything?** If you do not have an active healthcare coverage or don't apply for a financial assistance program to cover the cost of your services, you may be responsible for all charges. NOTE: For outpatient services, a flat-rate option may be available for LA County residents.

If you would like more information about our hospital prices, visit our LA Health Services website at <https://dhs.lacounty.gov/> and go to Patient Information/Hospital Price Transparency page.

Please contact our staff to discuss your options and to get help applying for coverage. You may also reach out to the Health Consumer Alliance (HCA) for free legal information and advice regarding medical debt and health insurance coverage. HCA is a network of consumer assistance programs operated by community-based legal services organizations. Visit <https://healthconsumer.org/> or call (888) 804-3536 for more information.

### **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 <https://hospitalbillcomplaint.hcai.ca.gov/> for more information and to file a complaint.

To contact our staff, please call us at:

844-804-0055, Option 6

or

Visit our LA Health Services website,  
<https://dhs.lacounty.gov/>



LA Health Services Website



**Get Coverage and  
Affordable Care**



**Get Coverage  
and  
Affordable  
Care**



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Los Angeles County Health Services helps our patients get health care coverage and has Financial Assistance Programs to make care affordable.

Talk to our staff to learn more about your options and to get help in applying for coverage. Most locations are open Monday through Friday between 8:00am – 4:00pm. Please call us at 844-804-0055, Option 6.

Visit our LA Health Services website,  
<https://dhs.lacounty.gov/>

## What options are there to help with my medical bill?

### The best option is to get healthcare coverage.

Medi-Cal offers free or low-cost coverage for California residents usually based on income. Talk to our staff to get help applying for Medi-Cal, including no-cost temporary Medi-Cal coverage.

Covered California is another option that helps you buy private health insurance. You may be eligible for financial assistance. For more information on Medi-Cal or Covered CA, visit: <https://www.coveredca.com/> or call 1-888-975-1142.

**Do I have to apply for Medi-Cal if I could qualify?** Yes. Cooperating with the Medi-Cal application process, if you qualify, is important. Having coverage through Medi-Cal is the best option. Medi-Cal covers Essential Health Benefits, like outpatient services, emergency services at any

hospital, not just the County facilities, inpatient hospital stays, dental services, and more.

There are other coverage programs that cover specific services or medical conditions, that may be offered to you during a visit.

**We also offer financial assistance and help with medical bills to patients who don't qualify for coverage**, who only have limited coverage, or who have coverage with high medical costs. Our main financial assistance program for LA County residents is called, the **“Ability to Pay Program”** or **“ATP”**. The application is good for one year.

**What is covered by ATP?** Medically necessary care, across all LA Health Services locations, including:

- Outpatient clinic visits, including dental services
- Lab tests, radiology, and medications
- Inpatient hospital care
- Emergency Room (ER) visits
- Durable Medical Equipment (DME) and Supplies

### What is the cost?

- Many patients can receive **free** care or pay **low amounts** of \$20 a month for outpatient care.
- Some people with higher incomes pay a reduced cost based on sliding scale.
- Patients pay:
  - One amount for each inpatient admission, regardless of how long the patient stays in the hospital.

- One amount each month for outpatient care, regardless of how many outpatient visits or services the patient has in a month.
- To see how much your cost would be, scan the QR code to access the ATP Program Cost Table.



ATP Program  
Cost Table

**For patients who do not live in LA County**, the financial assistance program is called the “Discount Payment Program”. This covers non-LA County residents up to 400% Federal Poverty Level. The cost for services is a 5% discount off charges or what Medi-Cal would pay (whichever is less). Inpatient, emergency, and outpatient visits across LA Health Services locations are covered.

**Is my immigration status affected by applying for financial assistance programs?** No. The County does NOT report patients to US Citizenship and Immigration Services. Immigration status is also not considered in the application process for financial assistance.

**Can I get more time to pay my bill?** Yes – If you have a bill and cannot pay the amount you owe within 30 days, our Extended Payment Plan can be used to set up a monthly payment plan over a reasonable period of time.