

UC Irvine Health Billing Collection Practice Summary

In compliance with 501r UCI Health makes reasonable efforts to determine a patient's eligibility for financial assistance before assigning an account to collections. UCI Health uses the documentation provided by patients or their guarantors to determine eligibility for Financial Assistance. When there is an absence of information supplied directly by the patient or their guarantors, UCI will perform other searches to determine eligibility.

UCI Health attempts to collect all outstanding balances within 120 days of self-pay billing. The following criteria must be met, before an account would be eligible to be assigned to a collection agency:

- UCI Health attempts to send up to four (4) guarantor statements after the date of discharge.
- UCI Health makes up to 4 attempts to reach the guarantor by My Chart and/or phone.
- A final notice by way of a Goodbye letter with the following information in compliance with California AB1020:
 - The name of the collection agency the debt will be assigned to
 - The date the patient was notified of the availability of financial assistance
 - The date a financial assistance application was received
 - The date a determination was made on that application
 - A copy of UCI Health's Financial Assistance Application
- All billing statements include a notice about the UCI Health's Financial Assistance Program with a contact phone number.

UCI Health suspends all collection activity once a patient inquiry regarding our Financial Assistance Application or requests a Financial Assistance Application. Collection activity is suspended for 120 days, permitting a patient to provide all the required supporting documentation to determine FA eligibility. A letter is sent to the patient with the final determination.

Patients may retroactively apply for financial assistance for up to 1 year.

UCI Health does not currently engage in any extraordinary collection actions. (ECAs) as defined as:

- a. Placing a lien on an individual's property
- b. Foreclosing on real property
- c. Attaching or seizing an individual's bank account or other personal property
- d. Commencing a civil action against an individual or writ of body attachment for civil contempt
- e. Causing and individual's arrest
- f. Garnish wages
- g. Deferring or denying medical necessary care because of nonpayment of a bill for previously provided care under UC San Diego Health's Financial Assistance and Charity Care Policy

In compliance with California AB1020 all UCI Health patients are given a notice of the availability of charity with all required information.

Signage regarding UCI Health's Financial Assistance program is posted in all registration areas, customer service and ancillary service locations in compliance with 501r and California AB1020.

All policies and forms can be found on UCI Health's website: [Financial Assistance and Charity Care | UCI Health | Orange County, CA](#) and for an FAQ regarding charging and billing, please see [Frequently Asked Questions | UCI Health | Orange County, CA](#). No Surprise Billing information is contained in [Protection From Surprise Medical Bills | UCI Health | Orange County, CA](#).