



ASSISTANCE PAYING YOUR BILL

Las Encinas Hospital provides financial assistance for patients who qualify. If you need assistance paying your bill, a discount and charity care program are available.

How to Apply – To apply for either our discount program or our charity care program, ask to speak to our Patient Financial Services department or call 626-356-2618 between 8am and 5pm, Monday through Friday.

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.

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 – If you require any information in a language other than English, please contact Patient Financial Services for assistance.