



## **Financial Assistance Policy – Plain Language Summary**

### **Financial Assistance**

Stanford offers financial assistance, under its Financial Assistance Policy, to eligible patients unable to pay for emergency or other medically necessary care. An individual that is eligible for financial assistance cannot be charged more than the amounts generally billed for emergency or other medically necessary care. In fact, Stanford exceeds this standard and covers financial assistance 100%. Patients who choose Stanford benefit from our track record of outstanding quality, compassion, and care coordination, along with the most advanced and leading-edge medical care available. “Stanford” includes Stanford Health Care and Stanford Health Care-ValleyCare.

### **Eligibility Requirements**

Stanford is committed to providing financial assistance to qualified low-income patients and patients who have insurance that requires the patient to pay a significant portion of their care.

Patients seeking financial assistance must comply with the Financial Assistance application process. During the application process you will be asked to provide information regarding your insurance coverage or other sources of payment, monthly income, household size, and other information that will assist Stanford with determining your eligibility for Financial Assistance. This includes submitting the patient’s W-2 statement, current pay stubs, bank statements or last year’s income tax return, and completing the application process for all available sources of assistance, including state subsidized care (Medi-cal). You are responsible for providing required information in a timely manner. After you submit the application, the hospital will review the information and notify you in writing regarding your eligibility.

If your yearly income is less than or equal to 400% of the current Federal Poverty Guideline, you may not have to pay your bill. Federal Poverty Guidelines can be found at: <https://aspe.hhs.gov/poverty-guidelines>.

Expenses such as travel, food, lodging, and durable medical equipment are not covered under Financial Assistance.

Stanford will uphold the confidentiality and dignity of each patient. Any information submitted for consideration of financial assistance will be treated as protected health information under the Health Insurance Portability and Accountability Act (HIPAA).

### **How to Apply for Assistance**

The patient or any person involved in the care of the patient, including a family member or provider, can express financial concerns at any point. To qualify for financial assistance, an application must be submitted. You can apply for assistance with your bill in person, by mail, or online at <https://myhealth.stanfordhealthcare.org/>. In some cases, you may presumptively receive assistance from Stanford without applying.

**Where to Obtain Documents**

Stanford Financial Assistance Policy, Financial Assistance Application, and Plain Language Summary are available free of charge. These documents can be accessed in multiple languages online, by phone or in person. We will also assist you with translation to other languages, if needed.

To request assistance with the application process or to obtain or pick up free copies of any Financial Assistance document, please visit or contact us at:

<p><b>Stanford Health Care</b> 300 Pasteur Drive Palo Alto, CA 94303</p> <p><b>Customer Service Billing</b> Phone: (800) 549-3720 M-F 8:00AM - 5:00 PM</p> <p><a href="http://www.stanfordhealthcare.org/financialassistance">www.stanfordhealthcare.org/financialassistance</a></p>	<p><b>Stanford Health Care - ValleyCare</b> 5555 W Las Positas Blvd Pleasanton, CA 94588</p> <p><b>Customer Service Billing</b> Phone: (800) 549-3720 M-F 8:00AM - 5:00 PM</p> <p><a href="https://valleycare.com/patients-and-visitors/financial-assistance.html">https://valleycare.com/patients-and-visitors/financial-assistance.html</a></p>
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**Collection Activities**

Stanford may employ reasonable collection efforts to obtain payment from patients. General collection activities may include issuing patient statements, phone calls, and referral of statements that have been sent to the patient or guarantor. Bills that are not paid 120 days after the first billing date may be placed with a collection agency. Stanford or collection agencies will not engage in any extraordinary collection actions (as defined by the SHC Debt Collection Policy and SHC – ValleyCare Debt Collection Policy).

To obtain a free copy of the SHC Debt Collection Policy, please visit:  
[www.stanfordhealthcare.org/financialassistance](http://www.stanfordhealthcare.org/financialassistance)

To obtain a free copy of the SHC – ValleyCare Debt Collection Policy, please visit:  
<https://valleycare.com/patients-and-visitors/financial-assistance.html>