



DISCHARGE NOTICE

Modoc Medical Center (MMC) is committed to prioritizing patient health by offering financial assistance and discounts to persons who have healthcare needs and are uninsured, underinsured, ineligible for government programs, or otherwise unable to pay for care. These discounts are based on family size and income. No person(s) will be denied access to medical services due to an inability to pay.

Modoc Medical Center's fair pricing policy, sliding fee schedule, and financial assistance applications can be obtained at any of the following locations:

- MMC Registration Desk
- MMC Admitting Desks
- MMC Patient Financial Services
- MMC Website
 - www.modocmedicalcenter.org/financial-assistance

These documents may also be obtained at any time by contacting our Patient Financial Services Counselor at (530) 708-8800, extension 11053. Patients may also email info@modocmedicalcenter.org to request these documents or present any questions about MMC's patient financial policies, procedures, and/or eligibility information.

For a complete list of MMC's shoppable services, please visit modocmedicalcenter.org.

HOSPITAL BILL COMPLAINT PROGRAM

Beginning January 1, 2024, California's Department of Health Care Access and Information (HCAI) launched the Hospital Bill Complaint Program to better enforce the Hospital Fair Pricing Act (Act). Under the Act, hospitals are required to have both a discount payment policy and financial assistance policy to provide quality care to patients regardless of one's ability to render payment. You are eligible to apply for a hospital's discount payment or financial assistance program if:

1. You are uninsured (self-pay) OR have high medical costs, AND
2. Your family income is not more than 400 percent of the federal poverty level.

If you believe you were wrongly denied financial assistance, you may file a Complaint with the Hospital Bill Complaint Program. Information regarding the Hospital Bill Complaint Program can be found at the above MMC locations and at modocmedicalcenter.org under the "Help Paying Your Bill" tab. Additional information can also be found online at hcai.ca.gov/affordability/hospital-fair-billing-program/hospital-bill-complaint-program.

HELP PAYING YOUR BILL

If you need help paying your bill, there are free consumer advocacy organizations that will help you understand the billing and payment process. You may call the Health Consumer Alliance at (888) 804-3536 or go to healthconsumer.org for more information.