

Financial Help with Hospital Bills



What kind of help does CHLA offer?

Children's Hospital Los Angeles (CHLA) has two types of help if you cannot pay your hospital bill. You can get help if you don't have health insurance or your family has high medical costs. These two types of help are Charity Care and Discounted Care. You can find more details in CHLA's Financial Assistance Policy FIN 006.0. You can get this policy by asking for a printout, or on the CHLA website.

If you qualify (get approved) for Charity Care, CHLA will not charge you for emergency or needed medical services. If you qualify for Discounted Care, CHLA will give you a discount on your hospital bill for these services. No matter which program you qualify for, you will not pay more than what patients with insurance pay.

Please note that the help CHLA offers is only for hospital bills. It is not for bills from doctors who see patients at CHLA. You can call Pediatric Management Group customer service at (323) 361-2336. They can tell you about any help they may offer for doctor services.

Am I eligible for financial help from CHLA?

You may qualify for Charity Care if:

- You do not have insurance.
- You have high medical expenses.
- Your family income is at or below 400% of the Federal Poverty Level.
 - For example, in the year 2025, a family of 3 with an income at or below \$106,600. They would be at 400% of the Federal Poverty level. The federal government updates the Federal Poverty Level every year. Meaning this number can change every year. You can find up-to-date information on public government websites.

You may qualify for Discounted Care if:

- Your family income is above 400%, but at or below 600% of the Federal Poverty Level.
 - For example, in 2025, a family of 3 with an income between \$106,600 and \$159,900 (400% to 600% of the Federal Poverty Level).

To get Charity Care or Discounted Care, you must apply to CHLA. Once CHLA gets your completed application, they will decide if you are eligible. CHLA will let you know their decision in writing within 30 days.

Where can I get a copy of the application?

You can ask for copies of CHLA's Financial Assistance application, Financial Assistance Policy, and this summary. You can ask for them in:

- The admitting area near the main entrance to the hospital
- Emergency Room registration area

The hospital is located at 4650 Sunset Blvd, Los Angeles, CA 90027.

You can also find these materials on CHLA's website: <https://www.chla.org/help-paying-your-bill/financial-assistance>. You can also ask us to mail you a free copy by calling Patient Business Services at (800)404-6627.

Patient Business Services (Revenue Cycle/Finance)

4650 Sunset Blvd., Los Angeles, CA 90027 | CHLA.org

Approved by PFE 03/31/25

How do I apply?

You or your representative can apply for financial help by submitting a completed application. Make sure to include all required documents listed in the application. Submit to CHLA's Patient Business Services office by:

- mail or in person to: Patient Business Services
Mailstop 26
Children's Hospital Los Angeles
4650 Sunset Boulevard Los
Angeles, CA 90027

CHLA staff cannot help with completing the application. But you can get help with the application from the Health Consumer Center of Los Angeles. This is a nonprofit organization. It is located at 13327 Van Nuys Boulevard, Pacoima, CA 91331, and its phone number is (800) 896-3203.

Is the application available in languages other than English?

Yes. The Financial Assistance Policy, this summary, and the application are available in other languages as required by law. If you would like an interpreter to help you with a different language, please ask a CHLA staff member for help.

Where can I get more information?

If you want more information about CHLA's financial help, you can call the Patient Business Services office at (800) 404-6627. You can also visit—<https://www.chla.org/help-paying-your-bill/financial-assistance> or scan the QR code below.

