

# HELP PAYING YOUR BILL

Aurora Charter Oak Behavioral Health Care provides financial assistance for patients who qualify. If you need assistance paying your bill, a discount and free care program are available.

**How to Apply** – To apply for either our discount program or our free care program, ask to speak to our Patient Financial Services department or call 626-966-1632 between 8am and 5pm, Monday through Friday.

**Access to Information** – To obtain a copy of our Free Care/Discount Policy and applicable documents ask one of our Patient Financial Services representatives or click on our link at <https://charteroakhospital.com>

**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](https://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](https://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.