

Financial Assistance Plain Language Summary

Eligible patients who have household family income equal to or less than 450% of the Federal Poverty Level and meet certain low- and moderate-income requirements may qualify for free care or partially discounted care and extended payment plan options from **Sherman Oaks Hospital**. No patient will be charged more than Amount Generally Billed (AGB) for emergency or other medically necessary care. Emergency Department physicians and other physicians who are not employees of the hospital may also separately offer financial assistance.

Per Health & Safety Code § 127405 (a)(1)(B), an emergency physician, as defined in Section 127450, who provides emergency medical services in a hospital that provides emergency care is also required by law to provide discounts to uninsured patients or patients with high medical costs who are at or below 400 percent of the Federal Poverty Level.

Patients can obtain copies of the Financial Assistance Policy and application forms on the hospital website, www.shermanoakshospital.org. For further information or a financial assistance application, please contact us:

Sherman Oaks Hospital
4929 Van Nuys Blvd
Sherman Oaks, CA 91403
818-501-0434

The Financial Assistance Policy documents are available in non-English languages spoken by a substantial number of the patients served by the Hospital.

Completed applications should be delivered to:

Sherman Oaks Hospital
Attn: Patient Financial Services
4929 Van Nuys Blvd.
Sherman Oaks CA 91403

Additional Resources: The Health Consumer Alliance (“HCA”) is a resource available to patients to help them understand the billing and payment process, as well as Covered California and Medi-Cal Presumptive Eligibility. HCA offers free assistance over-the-phone or in-person. For more information, visit the Health Consumer Alliance website at <https://healthconsumer.org>.

Shoppable Services: In compliance with the No Surprise Billing Act (Title 45 section 180.60 of the Code of Federal Regulations), please see Prime’s tool of shoppable services available on the hospital website, www.shermanoakshospital.org.