

## Physician Services - Financial Assistance Plain Language Summary

### UCLA Health's Financial Assistance Program for Physician Services

UCLA Health offers financial assistance to help meet the needs of patients who are uninsured or who are insured but unable to meet their financial obligations.

**Eligible Services** – The Financial Assistance Program applies to emergency or other medically necessary healthcare services provided by physicians within the UCLA FPG. This means that this Financial Assistance Program applies to FPG physicians' professional services only, and it does not apply to services provided and billed by UCLA Health hospitals. The Financial Assistance Program applicable to UCLA Health hospitals is covered under a separate policy.

**Determination of Eligibility** – Eligibility is determined based on review of a completed Financial Assistance Application and supporting documents, including proof of income, assets and liabilities. Generally, patients with household income at or below 200% of the Federal Poverty Level that are self-pay (uninsured) or have high medical costs will be eligible for a discount up to 100%.

Patients with household income between 201% and 350% of the Federal Poverty Level that are self-pay (uninsured) or have high medical costs will be eligible for a partial discount. If you receive financial assistance under this policy, you will not be charged more for emergency or other medically necessary care than the amount generally billed to patients using Medicare allowable fees for the service.

### How to obtain copies of our Financial Assistance Policy and Application

- Go to [uclahealth.org/billing](http://uclahealth.org/billing) and click the link to the Physician's Services under Patient Financial Assistance Program.
- To request documents by mail, contact our Physicians' Billing Office Customer Service at 310-301-8860 (Monday through Friday, 7:00 am to 7:00 pm).

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**How to obtain assistance with our Financial Assistance Program** - Contact our Physicians' Billing Office Customer Service at 310-301-8860 (Monday through Friday, 7:00 am to 7:00 pm).

**How to apply for our Financial Assistance Program** - The fully completed Financial Assistance Application with all supporting documents may be mailed to:

**UCLA Health - Physicians' Billing Office  
Financial Assistance Program**  
5767 West Century Blvd # 400  
Los Angeles, CA 90045

**Languages/Translations** - The Financial Assistance Policy, Financial Assistance Application, and Plain Language Summary are available in English, Spanish, Farsi, Arabic and Chinese in the "Documents" section below on this page, or separately in paper upon request.

If you would like an interpreter to help you with a different language, please contact our Interpreter Services Program at [310-267-8001](tel:310-267-8001). The UCLA Health Interpreter/Translation Services Program provides services to all UCLA Health patients and their relatives at no cost. For more information regarding UCLA Health's Interpreter/Translation Services Program, visit: [uclahealth.org/interpreters](http://uclahealth.org/interpreters).