



# Martin Luther King, Jr. Community Hospital

## Statement of the Patient Financial Assistance Policy (FAP) and Discharge Notice

Martin Luther King, Jr. Community Hospital (MLKCH) is a private, nonprofit hospital providing high-quality, general acute care to residents of South Los Angeles. MLKCH is committed to establishing a national model of patient-centered care using technology, data, and innovation to affect population health improvements in safety-net communities. MLKCH's mission is expressly demonstrated through this FAP. The first and foremost responsibility of MLKCH is to see that its patients receive compassionate, timely, and appropriate medical care with consideration for patient privacy, dignity, and informed consent.

We are dedicated to ensuring that compassionate, quality care is extended to all, regardless of their ability to pay. MLKCH's FAP helps to make medically necessary services available to members of its community. This includes people who don't have health insurance and can't pay their hospital bill, as well as patients who do have insurance but are unable to pay the portion of their bill that is not covered by insurance. Depending on circumstances, income and family size, some patients will not be required to pay for services; others may be asked to make partial payment.

### Who is eligible?

Patients whose family income is 350% or less of the federal poverty guidelines may be eligible for assistance through MLKCH. Free care is available for an uninsured patient whose family income is 200% or less of federal poverty guidelines. Partial discounts are available for insured and uninsured patients between 201% and 350% of the federal poverty guidelines. Because it will benefit you, if you are uninsured, we do ask that you apply for Medi-Cal. If you are having services performed at MLKCH, we can help you with the Medi-Cal application process. During open enrollment, you may be able to obtain coverage under Covered California.

### What does the FAP cover?

The FAP covers emergency and medically necessary health services provided at MLKCH. A service is medically necessary when it is reasonable and necessary to protect life, to prevent significant illness or significant disability, or to alleviate severe pain. Excluded from this definition are unique services where medically efficacious alternative therapies are available.

Examples include:

1. Cosmetic and/or plastic surgery services
2. Infertility services
3. Vision Correction
4. Proton Therapy
5. Robotic procedures
6. Orthotics/Prosthetics



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7. Surrogate pregnancy
8. Other services that are primarily for patient comfort and/or patient convenience.

The FAP does not apply to physician services provided at MLKCH.

## **Amounts Generally Billed (AGB)**

A FAP-eligible individual will not be charged more than Medicare rates for emergency or other medically necessary care.

## **MLKCH's List of Shoppable Services**

MLKCH makes available a list of a comprehensive file that includes the following standard charges for all hospital items and services: gross charges, discounted cash prices, payer-specific negotiated charges, and de-identified minimum and maximum negotiated charges. This list can be found online at <https://www.mlkch.org/patient-forms>.

## **Where to find MLKCH's Charity Care and Discount Policies**

Copies of the Hospital's Charity Care and Discount Policies are available online at <https://www.mlkch.org/patient-forms> or at <https://www.mlkch.org/hospital-billing>. Copies can also be obtained by requesting the policies via mail by requesting the policies at 424-338-8300 or in person in the Patient Access department.

## **How to Apply**

FAP applications are available to all patients without charge. They are available online at <https://www.mlkch.org/patient-forms> or <https://www.mlkch.org/hospital-billing>. For paper copies, please ask the Financial Counseling office at 424-338-8300.

## **Request program information electronically**

Electronic copies of program information are available by email upon request. Call Financial Counseling at 424-338-8300 to request electronic copies. Please be prepared to provide an email address that the information can be sent to when calling.

## **Obtain program information in person**

Program information is available at Martin Luther King, Jr. Community Hospital, Financial Counseling Department, 1680 E 120<sup>th</sup> Street. Los Angeles, CA 90059.

## **Request program information or assistance by telephone**

Financial assistance staff is available by telephone to provide information, determine FAP eligibility, and assist a patient applying for FAP. Counselors can be reached at: 424-338-8300 Monday – Friday, 7:30 am – 5:30 pm

### **Request program information by U.S. postal mail**

A patient can request program information by mail. Information requests can be mailed to:

MLKCH Financial Counseling  
1680 E. 120<sup>th</sup> Street  
Los Angeles, CA 90059

### **Help Understanding Your Hospital 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](http://healthconsumer.org) for more information.

### **Other languages**

Copies of the FAP, FAP application form, and Plain Language Summary are available in English and Spanish. Other languages are also be available. For more information, call (424) 338-8300 or speak to a financial assistance staff member.

### **Hospital Bill Complaint Program**

The Hospital Bill Complaint Program is a state program, which reviews hospital decisions about whether you qualify for help paying your hospital bill. If you believe you were wrongly denied financial assistance, you may file a complaint with the Hospital Bill Complaint Program. Go to [HospitalBillComplaintProgram.hcai.ca.gov](http://HospitalBillComplaintProgram.hcai.ca.gov) for more information and to file a complaint.