

Financial Assistance Program Plain Language Summary



NorthBay offers financial assistance to eligible patients unable to pay for emergency or other medically necessary care. Patients seeking financial assistance must comply with the application process and provide information regarding your health coverage or other sources of payment, monthly income, household size, and other information that will assist with determining your eligibility. This includes submitting the patient's current pay stubs or last year's income tax return, and completing the application process for all available sources of assistance, including County, State, and/or Federal health care programs. You are responsible for providing information timely. After you submit the application, the hospital will review the information and notify you in writing regarding your eligibility.

How Do I Qualify for Financial Assistance?

Eligibility is determined based on review of a complete application and supporting documents, including proof of income. Generally, patients with family income at or below 400% of the Federal Poverty Level will be eligible for charity (free) care or discounted (reduced) care.

If you receive financial assistance under our policy, you will not be charged more for emergency or other medically necessary care than the amount generally billed (AGB) to patients having Medicare coverage.

To view U.S. federal poverty guidelines used to determine financial eligibility for certain federal programs, visit the [HHS poverty guidelines website](https://www.hhs.gov/poverty).

How Can I Apply for Financial Assistance?

NorthBay Healthcare's Financial Assistance Policy and Financial Assistance Application (English & Spanish) can be obtained in any of the following ways:

- 1) For an electronic copy, go to NBHC's website: <https://northbay.org/patients-visitors/financial-assistance.html>
- 2) To pick up a paper copy, visit NorthBay Medical Center (1200 B. Gale Wilson Blvd., Fairfield) or NorthBay VacaValley Hospital (1000 Nut Tree Rd, Vacaville)
- 3) To receive via US Mail, call NBHC's Financial Assistance Line at (707) 646-5637

For questions regarding NBHC's Financial Assistance Policy or request assistance in completing the Financial Assistance Application, call NorthBay Health's Financial Assistance Line at (707) 646-5637.

Collection Activities

NorthBay Health may employ reasonable collection efforts to obtain payment from patients. General collection activities may include issuing patient statements, phone calls, and referral of statements that have been sent to the patient or guarantor. Bills that are not paid 120 days after the first billing date may be placed with a collection agency. NorthBay Health or collection agencies will not engage in any extraordinary collection actions, as defined by NorthBay Health Debt Collection Policy.