

Charity Care: We offer full charity care to patients whose family income is at or below 400% of the federal poverty level, regardless of insurance status. Submitting the required documents with your application will help determine eligibility. To determine eligibility for charity care, please complete and sign a financial assistance application and provide proof of income. This may include the 1040 section of your most recent tax return and three to six months of current pay stubs for you and your spouse, if applicable.

Pricing Estimate: Our pricing estimates tool is available at washingtonhealth.com. You may also request an estimate by emailing patientestimates@washingtonhealth.com. Information about the Charge Description Master and Good Faith Estimates is available at washingtonhealth.com/patient-billing.

Important Phone Numbers

Washington Health
(Main Hospital).....**510.797.1111**

Washington Health Billing Office
(Hospital Only).....**510.818.7448**
Hours: 9 a.m. to 4:30 p.m., Monday – Friday

Pathology**800.536.1197**

Washington Radiology
Billing**800.666.1816**

Washington Health
Medical Group.....**510.818.5150**

Emergency Physicians
Associates.....**877.568.4247**

About Washington Health

Washington Health is an independent, community-based health system governed by the publicly elected Washington Township Health Care District Board. Opened in 1958, Washington Health has grown to include a 415-bed acute care hospital that includes:

- Morris Hyman Critical Care Pavilion that also houses emergency services and a level II trauma center
- Bell Neuroscience Institute of Silicon Valley
- Peninsula Surgery Center
- Institute for Joint Restoration and Research
- Washington Outpatient Surgery Center
- Washington Outpatient Rehabilitation Center
- Washington Health Medical Group
- Washington Health Urgent Care
- Washington West which houses the UCSF – Washington Cancer Center, Washington Women’s Center, Outpatient Imaging Center, and additional outpatient hospital services and administrative facilities

Notice to Patients: Our Financial Assistance Policies



[f](#) [@](#) [X](#) [in](#) [v](#)
washingtonhealth.com
 2000 Mowry Ave. Fremont, CA 94538



Financial Assistance



Washington Health is committed to providing assistance to those in the community who are in need of financial assistance. Our Financial Assistance Policy is intended to comply with California Health & Safety Code section 127400 et seq., Hospital Fair Pricing Act. We also provide discounts to patients within and outside of our district that are not insured, please reach out to us at 510.818.7448 to inquire about financial assistance.

If you don't have health coverage, you may be eligible for Medicare, coverage through California Health Benefit Exchange (Covered California), Medi-Cal, Healthy Families, California Children's Services, or other reduced cost programs.

We have discount and charity care programs. To qualify you must not have health insurance or enough health insurance, and your income must be below certain amounts, based on your family size.

For more information, applications for Medi-Cal, Healthy Families, Covered California, or our reduced cost programs and other financial assistance, call the financial assistance phone number shown on the bill or bring the following information to 2500 Mowry Avenue, Fremont, CA 94538, to determine eligibility:

- Address and identity documents (Examples: Driver's license, DMV ID card, utility bill, etc.)
- Income verification (Examples: current pay stubs, tax returns, etc.)

You may also receive help at either of the following local consumer assistance centers:

- **Health Insurance Enrollment Assistance** (Alameda County Health Care Services Agency)
1000 San Leandro Blvd., Suite. 300,
San Leandro, CA 94577
Tel: 800.422.9495
- **Legal Aid Foundation of Alameda County**
Tel: 855.693.7285.

To obtain coverage through Covered California, you can also visit www.coveredca.com.

State and federal law requires debt collectors to treat you fairly and prohibits debt collectors from making false statements or threats of violence, using obscene or profane language, and making improper communications with third parties, including your employer. Except under unusual circumstances, debt collectors may not contact you before 8 a.m. or after 9 p.m. In general, a debt collector may not give information about your debt

to another person, other than your attorney or spouse. A debt collector may contact another person to confirm your location or to enforce a judgment. For more information about debt collection activities, you may contact the Federal Trade Commission by telephone at 1.877.FTC.HELP (382-4357) or online at www.ftc.gov. Nonprofit credit counseling services may be available in the area.

Financial Assistance Policy: If you feel you are unable to pay all or part of your bill, you may qualify for financial assistance. Through our Financial Assistance Program, we are able to assist our community members with unexpected medical debt that may create a financial hardship.

Information is available at washingtonhealth.com/patients-visitors/patient-billing or contacting the Financial Assistance Coordinator at Washington Health by telephone at 510.818.7448. La solicitud de ayuda financiera también está en español.