



Help Paying Your Bill

Rady Children's Hospital and Health Center is proud of its mission to provide quality care to all who need it, regardless of ability to pay.

If you do not have health insurance and worry that you may not be able to pay your bill for your care, we may be able to help. RCHSD provides financial assistance to patients based on their income and needs. Through our financial counseling services, we may be able to help you get insurance coverage or low-cost health insurance, and work with you to arrange a manageable payment plan, or, if your family income is below 550% of Federal Poverty Level (FPL) you may be eligible to apply for our Financial Assistance Program.

How to Apply

For more information, please contact our Financial Counseling Department at (858) 966-4005. Business hours are Monday through Friday, 7:00 am to 11:30 pm, and Saturday and Sunday 7:00 am to 3:30 pm. We will treat your questions with confidentiality and courtesy.

You may request a copy of our policy, entitled HPM 7-11, Financial Assistance Program (Discount Payments and Charity Care Policies), from a Patient Access Representative. You may find all of our financial assistance policies online at <https://www.rchsd.org/patients-visitors/financial-assistance/>.

Rady Children's Charge Description Master (CDM) is a comprehensive and uniform schedule of charges maintained by the hospital as the gross billed charge for a given service or item that could be billed to a patient, payers or other health care provider. Rady Children's CDM is available for review on our website at www.rchsd.org/patients-visitors/charge-description-master/.

California Department of Health Care Access and Information (HCAi) hospital quality and outcome studies data and The Joint Commission survey information is also available for your review with a member of the hospital Patient Financial Services Department (PFS). Please call our Customer Service Center at (858) 966-4912 to request an appointment.

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 State of California's Hospital Bill Complaint Program. Go to HospitalBillComplaintProgram.hcai.ca.gov for more information and to file a complaint.

More Help

There are also local consumer centers available to help you understand the billing and payment process, as well as information regarding Covered California and Medi-cal presumptive eligibility. Visit the Health Consumer Alliance website, <https://healthconsumer.org>, for more information and to locate a nearby county center.

Please contact the Rady Children's Customer Service Center at (858) 966-4912 if you need assistance in reviewing this notice in an alternate format, including but not limited to having this notice read to you in a language of your choosing.

This notice is available in other languages. Visit the Rady Children's website at <https://www.rchsd.org/patients-visitors/financial-assistance/>.