Financial Assistance, Charity Care and Debt Collection Policy – Plain Language Summary

Effective: 10/1/2025

SCOPE

This policy applies to the following hospitals:

- Central California Rehabilitation Hospital
- Rehabilitation Hospital of Southern California
- Sacramento Rehabilitation Hospital
- Stockton Regional Rehabilitation Hospital

OVERVIEW

The hospitals listed above recognize the difficulty unexpected medical problems can cause to your finances. We want to assist you in finding federal, state, and hospital resources that may help pay your hospital bill.

ASSISTANCE OFFERED UNDER THE POLICY

We provide financial assistance to uninsured and underinsured patients. We are here to assist patients in obtaining medical benefits through federal, state, and hospital programs. If you cannot afford to pay some or all of your bill today, the hospital will assist you in finding programs for which you qualify and sign you up for state and/or hospital programs that match your need. You may qualify for free care, discounts, or no-interest payment terms, based on how much you earn.

ELIGIBILITY REQUIREMENTS

Financial assistance is generally determined by a sliding scale of total household income based on Federal Poverty Guidelines (FPG). Individuals eligible for financial assistance under our Policy with income at or below 400% of current Federal Poverty Limits (FPL) are eligible for free or discounted care.

A patient determined to be eligible for financial assistance may not be charged more than amounts generally billed for medically necessary care to patients who have insurance for such care.

HOW TO APPLY FOR ASSISTANCE

A free copy of the Financial Assistance Policy and Financial Assistance Application, as well as information about the financial assistance application process is available online or by contacting the hospital admissions office by mail, phone or in person.

Central California Rehabilitation Hospital

Online: https://ccarh.ernesthealth.com/help-paying-your-bill/
Phone: 661.688.7000
Address: 4400 Kirkcaldy Drive, Bakersfield, CA 93306

Rehabilitation Hospital of Southern California

Online: https://rhsc.ernesthealth.com/help-paying-your-bill/
Phone: 760.895.6600
Address: 70077 Ramon Road, Rancho Mirage, CA 92270

Sacramento Rehabilitation Hospital

Online: https://srh.ernesthealth.com/help-paying-your-bill/
Phone: 279.499.1501
Address: 10 Advantage Ct., Sacramento, CA 95834

Stockton Regional Rehabilitation Hospital

Online: https://stocktonrehab.com/help-paying-your-bill/
Phone: 209.687.5490
Address: 607 E. Magnolia St., Stockton, CA 95202

FOR NON-ENGLISH SPEAKERS

The Financial Assistance Policy, Financial Assistance Policy Plain Language Summary, and Financial Assistance Application are also available in Spanish. If you need the documents in any language other than English or Spanish, please contact the hospital for assistance.

FINANCIAL ASSISTANCE RESOURCES

Health Consumer Alliance (HCA)

www.healthconsumer.org

HCA is an independent consumer assistance program supported by the California Department of Managed Health Care, Covered California, and The California Endowment.

Covered California

www.coveredca.com

Covered California is a free service from the state of California that connects Californians with brand-name insurance.