

## MPTF CBH Financial Assistance Policy Summary

This policy provides financial relief to patients at the **Motion Picture and Television Fund (MPTF) Samuel Goldwyn, Jr. Center for Behavioral Health (CBH)** who received medically necessary care and are unable to pay their full bill. Financial assistance may include charity care (free care) or discounted care, depending on your situation. This is part of our commitment to fair and equitable access to care, as required by California's Hospital Fair Pricing Act.

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### Who This Policy Applies To:

This policy only applies to **inpatient psychiatric services** provided at **MPTF CBH**, a licensed hospital for adults **aged 55+** with acute mental health needs.

This policy does not apply to Physician or provider services billed separately from the hospital. See Appendix A for a list of service providers covered and not covered under this policy.

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### Who Is Eligible for Help:

You may qualify for charity care or full discounted care if your family income – based on family size - is at or below 400% of the Federal Poverty Guidelines (FPG) and you meet one of the following:

- **Uninsured Patients**
  - You do not have any health insurance, and your income is at or below 400% FPG.
- **Underinsured Patients**
  - You have insurance, but it does not cover all your medical bills, and your income is at or below 400% FPG.
- **High Out-of-Pocket Medical Costs**

You have health insurance, but:

  - You paid more than 10% of your family income on medical bills in the past 12 months – this includes patient cost at the hospital and medically necessary care paid to other providers, and
  - Your income is at or below 400% FPG, and
  - You can show documentation of those medical payments

We will review your income for the past 12 months or the last 3 months annualized, whichever helps you most.

**Note:** If you choose to get care from MPTF CBH **out-of-network** when in-network options are available, you may not qualify for financial assistance.

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## How to Apply:

You can get a **free application**:

- Online at: [mptf.com/help-paying-your-bill](https://mptf.com/help-paying-your-bill)
- At the **Admitting desk** or **Patient Business Services**
- Call **(818) 876-1076** for help and to request by mail

Mail or bring completed applications and proof of income to:  
MPTF -FAP 23388 Mulholland Drive, Woodland Hills, CA 91364  
Attn Mailstop 70 PBS Manager

## Required Documents:

- Recent **tax return** or **pay stubs**
  - Documentation of other income sources
  - Receipts for **medical expenses paid** (if applicable)
  - A written explanation of any financial hardship
  - A **death certificate** if the patient is deceased
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## What Happens After You Apply:

- Your application will be reviewed by the Patient Business Services (PBS) Manager.
- You will receive a written decision about whether you qualify.
- If approved, the amount you owe may be reduced to \$0.00.
- If denied, you may still qualify for a payment plan.

In special cases (e.g., if the patient is unhoused, deceased, or receiving another low-income benefit), assistance may be granted without completing an application, at the discretion of MPTF leadership.

Your documents will **only** be used to decide if you qualify for help and will **not** be used for debt collection.

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## **How to Appeal a Denial of Financial Assistance:**

If you disagree with the decision regarding your financial assistance application, you may request a formal review by writing to:

MPTF – FAP Appeal, 23388 Mulholland Drive, Woodland Hills, CA 91364,  
Attn: Mail Stop 218 CFO

Include any **supporting documents** with your request. A written response will be provided.

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## **Additional Help Available:**

**Language assistance** is available at no cost to you, 24 hours a day, 7 days a week. For help in your preferred language call (818) 876-1888 or visit our Patient Business Services (PBS) Office. The PBS office is open Monday through Friday 8 a.m. to 4 p.m. (closed holidays) and located at MPTF hospital. Aids and services for people with disabilities, such as documents in large print or other formats, are also available. These services are free.

### **Help Paying Your Bill**

There are free consumer advocacy organizations that will help you understand the billing and payment process. You may call the Health Consumer Alliance (HCA) at (888)-804-3536 or go to [Healthconsumer.org](http://Healthconsumer.org) for more information.

You can also find information about Medi-Cal or Covered California from MPTF or HCA. Medi-Cal and Covered California are programs run by the state of California that help people get free or low-cost health insurance based on their income.

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### **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.

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## Hospital Pricing Information

### Price Transparency

As of January 1, 2019, the Center for Medicare and Medicaid Services (CMS) requires all hospitals to publish their standard charges and shoppable services online.

MPTF Samuel Goldwyn, Jr. Center for Behavioral Health (CBH) provides inpatient mental health care. The cost is based on a facility daily rate. This is a fixed amount that your insurance agrees to pay for each day of inpatient care. At CBH, services are grouped together into one daily charge and not scheduled individually. Because of this “shoppable services” are limited to the standard room and board rate.

To view the pricing, visit [mptf.com/pricetransparency/](http://mptf.com/pricetransparency/) or call **(818) 876-1076** for a cost estimate.

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## References

- CA Health & Safety Code §§ 127400–127462
  - Assembly Bill 1020 and AB 2297
  - Internal Revenue Code § 501(r)
  - Federal Poverty Guidelines: [aspe.hhs.gov](http://aspe.hhs.gov)
  - Health Consumer Alliance: [healthconsumer.org](http://healthconsumer.org)
  - CMS Hospital Price Transparency: [cms.gov/hospital-price-transparency](http://cms.gov/hospital-price-transparency)
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## Notice of Language Assistance Services Motion Picture and Television Fund

**ATTENTION:** If you need help in your language, please call (818) 876-1888 to speak with the hospital operator 24 hours a day, 7 days a week. You may also visit our Patient Business Services office, open Monday through Friday from 8 a.m. to 4 p.m. (closed holidays), located at the MPTF hospital. Aids and services for people with disabilities, like documents in braille, large print, audio, and other accessible electronic formats are also available. These services are free.

### Arabic:

اهتمام: إذا كنت بحاجة إلى مساعدة بلغتك ، فيرجى الاتصال بالرقم (818) 876-1888 للتحدث مع مشغل المستشفى على مدار 24 ساعة في اليوم، 7 أيام في الأسبوع. يمكنك أيضا زيارة مكتب خدمات أعمال المرضى لدينا ، والذي يفتح من الاثنين إلى الجمعة من الساعة 8 صباحا حتى 4 مساء (أيام العطل المغلقة)، ويقع في مستشفى MPTF. تتوفر أيضا وسائل المساعدة والخدمات للأشخاص ذوي الإعاقة، مثل المستندات بطريقة برايل والطباعة الكبيرة والصوت وغيرها من التنسيقات الإلكترونية التي يمكن الوصول إليها. هذه الخدمات مجانية.

### Spanish:

**ATENCIÓN:** Si necesita ayuda en su idioma, llame al (818) 876-1888 para hablar con el operador del hospital las 24 horas del día, los 7 días de la semana. También puede visitar nuestra oficina de Servicios Comerciales para Pacientes, abierta de lunes a viernes de 8 a.m. a 4 p.m. (días festivos cerrados), ubicada en el hospital MPTF. También están disponibles ayudas y servicios para personas con discapacidades, como documentos en braille, letra grande, audio y otros formatos electrónicos accesibles. Estos servicios son gratis.

### Farsi:

توجه: اگر به زبان خود به کمک نیاز دارید، لطفا با شماره (818) 876-1888 تماس بگیرید تا 24 ساعت شبانه روز و 7 روز هفته با اپراتور بیمارستان صحبت کنید. همچنین می توانید به دفتر خدمات تجاری بیمار ما مراجعه کنید که از دوشنبه تا جمعه از ساعت 8 صبح تا 4 بعد از ظهر (تعطیلات تعطیل) باز است، واقع در بیمارستان MPTF. وسایل کمکی و خدماتی برای افراد دارای معلولیت، مانند اسناد بریل، چاپ بزرگ، صدا و سایر فرمت های الکترونیکی قابل دسترسی نیز در دسترس هستند. این خدمات رایگان است.

## Notice of Language Assistance Services Motion Picture and Television Fund

### Hindi:

सावधान: यदि आपको अपनी भाषा में सहायता की आवश्यकता है, तो कृपया 24 घंटे, सप्ताह में 7 दिन अस्पताल के ऑपरेटर से बात करने के लिए (818) 876-1888 पर कॉल करें। आप सोमवार से शुक्रवार, सुबह 8 बजे से शाम 4 बजे तक (छुट्टियों को छोड़कर) एमपीटीएफ अस्पताल में स्थित हमारे रोगी व्यवसाय सेवा कार्यालय में भी आ सकते हैं। विकलांग लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल में दस्तावेज़, बड़े प्रिंट, ऑडियो और अन्य सुलभ इलेक्ट्रॉनिक प्रारूप भी उपलब्ध हैं। यह सभी सेवाएं निःशुल्क हैं।

### Hmong:

XIM: Yog koj xav tau kev pab hauv koj hom lus, thov hu rau (818) 876-1888 kom tham nrog tus neeg teb xov tooj 24 teev ib hnuv, 7 hnuv hauv ib lub lis piam. Koj tseem tuaj yeem mus xyuas peb tus neeg ua haujlwm hauv chaw pab neeg neeg, qhib rau hnuv Monday txog Friday, 8 teev tav su mus txog 4 teev tsaus ntuj (kaw rau hnuv so), nyob hauv lub tsev kho mob MPTF. Kev pab thiab cov kev pabcuam rau cov neeg muaj kev xiam oob qhab, xws li cov ntaub ntawv hauv braille, luam tawm loj, audio, thiab lwm yam txheej txheem siv tau hauv cov tshuab hluav taws xob, kuj muaj. Cov kev pabcuam no yog dawb xwb.

### Armenian:

ՈւՇԱԴԴՈՒԹՅՈՒՆ: Եթե ձեր լեզվով օգնության կարիք ունեք, խնդրում ենք զանգահարել (818) 876-1888՝ հիվանդանոցի օպերատորի հետ խոսելու համար օրական 24 ժամ, շաբաթը 7 օր: Դուք կարող եք նաև այցելել մեր հիվանդանոցի հիվանդների բիզնես ծառայությունների գրասենյակ, որը բաց է երկուշաբթիից ուրբաթ օրերը՝ առավոտյան 8-ից մինչև երեկոյան 4-ը (փակ է տոնական օրերին), որը գտնվում է MPTF հիվանդանոցում: Հասանելի են նաև հաշմանդամություն ունեցող անձանց համար նախատեսված օգնության միջոցներ և ծառայություններ, ինչպիսիք են փաստաթղթերը բրայլով, մեծ տառատեսակով փաստաթղթերը, ձայնագրությունները և այլ մատչելի էլեկտրոնային ձևաչափեր: Այս ծառայությունները անվճար են տրամադրվում:

# Notice of Language Assistance Services Motion Picture and Television Fund

## Japanese:

気を付け: あなたの言語でサポートが必要な場合は、(818) 876-1888 に電話して、24 時間年中無休で病院のオペレーターに相談してください。また、MPFT 病院にある患者ビジネスサービスオフィスは、月曜日から金曜日の午前 8 時から午後 4 時まで(休業日を除く)開いており、こちらを訪れることもできます。視覚障害者向けの点字、大きな文字、音声、その他のアクセシブルな電子フォーマットの文書など、障害のある方に提供される支援やサービスも利用できます。これらのサービスは無料です。

## Khmer:

យកចិត្តទុកដាក់: ប្រសិនបើអ្នកត្រូវការជំនួយជាភាសារបស់អ្នក សូមទូរស័ព្ទទៅលេខ (818) 876-1888 ដើម្បីនិយាយជាមួយប្រតិបត្តិករមន្ទីរពេទ្យ 24 ម៉ោងក្នុងមួយថ្ងៃ 7 ថ្ងៃក្នុងមួយសប្តាហ៍។ អ្នកក៏អាចចូលទៅកាន់ការិយាល័យសេវាកម្មអាជីវកម្មអ្នកជំងឺរបស់យើង ដែលបើកពីថ្ងៃច័ន្ទ ដល់ថ្ងៃសុក្រ ចាប់ពីម៉ោង 8 ព្រឹកដល់ម៉ោង 4 រសៀល (ថ្ងៃឈប់សម្រាកបី) ដែលមានទីតាំងនៅមន្ទីរពេទ្យ MPTF ។ ជំនួយ និងសេវាកម្មសម្រាប់ជនពិការ ដូចជាឯកសារអក្សរ Braille បោះពុម្ពផ្តល់ អូឌីយ៉ូ និងទម្រង់អេឡិចត្រូនិចដែលអាចចូលប្រើបានផ្សេងទៀតក៏មានផងដែរ។ សេវាកម្មទាំងនេះគឺមិនគិតថ្លៃទេ។

## Korean:

주의: 귀하의 언어로 도움이 필요하신 경우 (818) 876-1888 로 전화하셔서 하루 24 시간, 주 7 일 병원 교환원과 상담하십시오. 또한 월요일부터 금요일까지 오전 8 시부터 오후 4 시(공휴일 제외)까지 MPTF 병원에 위치한 환자 비즈니스 서비스 사무실을 방문하실 수도 있습니다. 점자 문서, 큰활자, 오디오 및 기타 접근 가능한 전자 형식과 같은 장애인을 위한 보조 자료 및 서비스도 제공됩니다. 이 서비스는 무료입니다.

## Punjabi:

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ (818) 876-1888 'ਤੇ ਕਾਲ ਕਰੋ ਅਤੇ ਹਸਪਤਾਲ ਦੇ ਸੰਚਾਲਕ ਨਾਲ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ ਗੱਲਬਾਤ ਕਰੋ। ਤੁਸੀਂ MPTF ਹਸਪਤਾਲ ਵਿੱਚ ਸਥਿਤ ਸਾਡੇ ਮਰੀਜ਼ ਕਾਰੋਬਾਰੀ ਸੇਵਾਵਾਂ ਦੇ ਦਫਤਰ ਵਿੱਚ ਵੀ ਜਾ ਸਕਦੇ ਹੋ, ਜੇ ਸੇਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ ਤੱਕ ਸਵੇਰੇ 8 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 4 ਵਜੇ ਤੱਕ (ਛੁੱਟੀਆਂ 'ਤੇ ਬੰਦ) ਖੁੱਲ੍ਹਾ ਰਹਿੰਦਾ ਹੈ। ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿੱਚ ਪ੍ਰਿੰਟ, ਆਡੀਓ, ਅਤੇ ਹੋਰ ਪਹੁੰਚਯੋਗ ਇਲੈਕਟ੍ਰਾਨਿਕ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਦਸਤਾਵੇਜ਼ ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

## Notice of Language Assistance Services Motion Picture and Television Fund

### Russian:

**ВНИМАНИЕ:** Если вам нужна помощь на вашем языке, позвоните по телефону (818) 876-1888, чтобы поговорить с оператором больницы 24 часа в сутки, 7 дней в неделю. Вы также можете посетить наш офис по работе с пациентами, открытый с понедельника по пятницу с 8 утра до 4 вечера (закрытые праздничные дни) и расположенный в больнице MPTF. Также доступны вспомогательные средства и услуги для людей с ограниченными возможностями, такие как документы со шрифтом Брайля, крупным шрифтом, аудио и другие доступные электронные форматы. Эти услуги бесплатны.

### Thai:

คำเตือน: หากคุณต้องการความช่วยเหลือในภาษาของคุณ โปรดโทร (818) 876-1888 เพื่อพูดคุยกับเจ้าหน้าที่โรงพยาบาลตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์ คุณยังสามารถเยี่ยมชมสำนักงานบริการธุรกิจผู้ป่วยของเรา ซึ่งเปิดให้บริการวันจันทร์ถึงวันศุกร์ ตั้งแต่เวลา 8:00 น. ถึง 4:00 น. (ปิดในวันหยุดนักขัตฤกษ์) ตั้งอยู่ที่โรงพยาบาล MPTF นอกจากนี้ยังมีเครื่องช่วยและบริการสำหรับผู้พิการ เช่น เอกสารอักษรเบรลล์ ตัวพิมพ์ขนาดใหญ่ เสียง และรูปแบบอิเล็กทรอนิกส์อื่นๆ ที่สามารถเข้าถึงได้ บริการเหล่านี้ฟรี

### Tagalog:

**PAUNAWA:** Kung kailangan mo ng tulong sa iyong wika, mangyaring tumawag sa (818) 876-1888 upang makipag-usap sa operator ng ospital 24 oras bawat araw, 7 araw sa isang linggo. Maaari mo ring bisitahin ang aming Patient Business Services office, na bukas mula Lunes hanggang Biyernes mula 8 a.m. hanggang 4 p.m. (sarado tuwing holiday), na matatagpuan sa ospital ng MPFT. Ang mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille, malalaking titik, audio, at iba pang mga accessible na electronic format, ay magagamit din. Libre ang mga serbisyonang ito.

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### **Vietnamese:**

**CHÚ Ý:** Nếu bạn cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi (818) 876-1888 để nói chuyện với nhân viên điều hành bệnh viện 24 giờ một ngày, 7 ngày một tuần. Bạn cũng có thể đến văn phòng Dịch vụ Kinh doanh Bệnh nhân của chúng tôi, mở cửa từ Thứ Hai đến Thứ Sáu, từ 8 giờ sáng đến 4 giờ chiều (ngày nghỉ đóng cửa), đặt tại bệnh viện MPTF. Các thiết bị hỗ trợ và dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi, chữ in lớn, âm thanh và các định dạng điện tử dễ tiếp cận khác cũng có sẵn. Những dịch vụ này là miễn phí.

### **Chinese:**

**注意力:** 如果您需要语言方面的帮助, 请致电 (818) 876-1888, 每天 24 小时、每周 7 天拨打, 与医院接线员交谈。您也可以访问我们位于 MPTF 医院的患者业务服务办公室, 该办公室周一至周五上午 8 点至下午 4 点开放 (节假日休息)。我们还为残障人士提供辅助工具和服务, 例如盲文文件、大字版、音频及其他无障碍电子格式文件。这些服务均免费提供。