



# Financial Assistance

Seneca Healthcare District adopted the following options to assist patients who cannot otherwise afford health care: Payment Plan Agreements (PPA), Prompt Pay Discount, Patient Responsibility Discount, and Charity Care.

*Plumas County Department of Social Services can assist members of the community in applying for state and local assistance. Contact information below.*

*Phone: (530) 283-6350*

*Website: <https://www.plumascounty.us/94/Social-Services>*

*Address: 270 County Hospital Road, # 207, Quincy, CA 95971*

## Payment Plan Agreements (PPA)

Seneca Healthcare District offers patients an affordable option to pay their bill over time. All patients have access to an interest free payment plan. PPA's include the option to combine family accounts into one monthly payment, and the ability to add future accounts. Contact our Billing Office for more information:

Monday - Friday

7:00am to 3:30pm

Phone: (844) 951-7275

## Patient Responsibility Discount

You may be eligible to receive a 20% discount if the total amount due is paid in full by the due date on your statement.

- Applies to balances due of \$100.00 or more
- Available to all patients with commercial insurance and/or Medicare\*

\*Centers for Medicare & Medicaid services, HHS Regulations [42 C.F.R. Sections 435.831 (d)] prohibits discounts to Medi-Cal recipient's share of cost.

Contact our Billing Office for more information

Monday - Friday

8:00am to 6:00pm

Phone: (844) 951-7275

Fax: (509) 628-5272



## Prompt Pay Discount

Is available to all patients who either are uninsured or do not wish to bill their insurance for services rendered.

Receive a 20% discount at time of service for payment in full. Speak with the office receptionist for more information.

## Charity Care

Is available to all patients who either are uninsured or underinsured who have received services at Seneca Healthcare District and/or The Lake Almanor Clinic, who meet the guidelines of the policy and agree to its terms. A sliding fee schedule based on the HHS Poverty Guidelines will be used to determine the qualifying income level(s) for the discount. These guidelines are subject to change annually.

Patients interested in this service may request an application at any front-end service desk, print out online, or by contacting our Billing Office at (844) 951-7275.

Completed applications with required supporting documentation may be returned in person at 199 Reynolds Road, Chester CA 96020 or via mail at PO Box 1460, Chester CA, 96020

## 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 Alliances at 888-804-3536 or go to [healthconsumer.org](http://healthconsumer.org) for more information.

## 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.