



*The Heart of a
Healthy Community™*

Help Paying Your Bill

Arrowhead Regional Medical Center (ARMC) strives to provide the best quality healthcare to all patients seeking inpatient, outpatient and emergency services. ARMC is committed to assisting patients who are uninsured, underinsured and who do not qualify for government health insurance and need help in paying their hospital bill. ARMC offers financial assistance through its charity care and discounted payment plan.

How to Apply

To apply, request copies of the financial assistance policies, or to request additional information you may:

Call Customer Service: 1-877-818-0672

Email Customer Service: patientaccounts@armc.sbcounty.gov

Patient Account Cashier Office located inside ARMC hospital 1st floor (near the pharmacy).

Visit the hospital website: <https://www.arrowheadregional.org/patients-visitors/billing-insurance/>

Hospital Bill Complaint Program

The hospital Bill Complaint Program reviews hospital financial assistance policies and patient financial qualification decision to ensure qualified patients have access to help pay their 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.



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www.arrowheadregional.org

More Help

Help paying your bill- there are organizations that will help you understand the billing and payment process. You may call the Health Consumer Alliance at 888-804-3536 or go to healthconsumer.org for more information.

Additional Resources and information

If you have a disability and need accessible alternative format for the above materials or if you speak another language, please contact Customer at 1-877-818-0672