

Are You Eligible for Discounted Care?

YOUR RIGHTS AS A PATIENT UNDER HOSPITAL DISCOUNTED CARE

If you need help paying a hospital bill, you can see if you qualify for discounted care. You can call the hospital at 303-415-5300 to set up an appointment to see if you qualify.

Overview:

- You may qualify for discounted care if your income is low.
- If you qualify:
 - » Hospitals and providers must limit your bills.
 - » You must be offered a payment plan based on your income.
- You may still qualify even if you:
 - » Are not a citizen.
 - » Are an immigrant.

Your Rights

- Under the new law you have the right to:
 - » Check to see if you qualify for discounted care.
 - » Check to see if you qualify for public health care coverage.
 - » Be given a payment plan if you qualify.

Summary of New Law, starting September 1, 2022

- You may be able to get discounts on your health services.
 - » You have the right to a payment plan based on your income.
 - » To see if your household income qualifies you may ask the hospital where you received care or visit:
<https://hcpf.colorado.gov/colorado-hospital-discounted-care>
- You can get information in your primary language about your rights.
- For more information go to:
<https://hcpf.colorado.gov/colorado-hospital-discounted-care>

New Law About Bills from Hospital

- The most a hospital can bill for a service is set by the Department of Health Care Policy and Financing.
- The hospital must break the bill into monthly charges.
 - » Your monthly bill cannot be more than 4% of your monthly income.
- You may be billed by a provider who works at the hospital.
 - » The provider's monthly bill cannot be more than 2% of your monthly income.
- You do not owe any more money
 - » Once you make 36 payments, or
 - » Pay the full amount due on your payment plan.

Public Health Coverage and Discounts

- If you do NOT have health insurance:
 - » The hospital must see if you are eligible for the following:
 - Public health coverage and discount programs, like Health First Colorado, Child Health Plus (CHP+), Emergency Medicaid, Colorado Indigent Care Program (CICP), and hospital discounts
 - » These can cover all or most of your health care bills.

- If you have health insurance:
 - » You have the right to have your eligibility checked for discounts.
 - » You must ask to be checked for eligibility for discounts and public health coverage programs.
- The hospital must check to see if you qualify within 45 days of when you received the service or ask to be screened.
- You may refuse to be screened. If you refuse to be screened, you may lose your right to take legal action against the hospital and providers for:
 - » Not checking to see if you qualify for programs, or
 - » Not giving you discounts.

Bill Collection Under Hospital Discounted Care

- Before sending your bill to collections, a hospital or provider who works at the hospital must:
 - » Do what is listed above.
 - » Give you a payment plan if you are eligible.
 - » Explain all the services and fees on your bill in your primary language.
 - » Bill your insurance (if you have insurance).
 - » Notify you they may send you to collections.
- If your bill is sent to collections without doing all the steps listed above, you can take legal action.

Decision and Appeals

- The hospital must notify you of the decision within 14 days of completing an application.
- How to appeal the decision.
 - » An appeal happens when you do not agree with a decision.
 - » You ask for your case to be reviewed for mistakes.
 - » You have 30 days from the date the hospital gave you the decision to file an appeal.
 - » For more information on how to appeal visit <https://hcpf.colorado.gov/hospital-discounted-care> or call 1-800-221-3943.

Complaints

- You can file a complaint if you feel that any of your rights listed above have not been met.
- Complaints can be filed with the hospital or provider.
- Complaints can also be filed with the Department of Health Care Policy and Financing.
 - » To file a complaint with the Department, contact 303-866-2580 or hcpf_HospDiscountCare@state.co.us

