
Plain Language Summary – MPTF CBH Financial Assistance Policy

Purpose

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**.

Who This Policy Applies To

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

It **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.

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 assistance.

How to Apply

You can get a **free application**:

- Online at: mptf.com/help-paying-your-bill
- At the **Admitting desk** or **Patient Business Services**
- By calling **(818) 876-1076**
- By mail request

Mail or bring completed applications and proof of income to:

MPTF -FAP

23388 Mulholland Drive
Mailstop 70 Attn PBS Manager
Woodland Hills, CA 91364

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.

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

Mail Stop 218 Attn: CFO
23388 Mulholland Drive
Woodland Hills, CA 91364

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

Additional Help Available

Language assistance is available at no cost to you, 24 hours a day, 7 days a week (except holidays). For help in your preferred language, call (818) 876-1888 or visit our Admitting Office, located next to the hospital lobby. Aids and services for people with disabilities, such as documents in large print or other formats, are also available.

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 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.

Have a Complaint?

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 for more information and to file a complaint.

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/help-paying-your-bill or call (818) 876-1076 for a cost estimate.

References

- CA Health & Safety Code §§ 127400–127462
 - Assembly Bill 1020 and AB 2297
 - Internal Revenue Code § 501(r)
 - Federal Poverty Guidelines: aspe.hhs.gov
 - Health Consumer Alliance: healthconsumer.org
 - Centers for Medicare & Medicaid Services - Hospital Price Transparency: <https://www.cms.gov/hospital-price-transparency>
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Notice of Language Assistance Services Motion Picture and Television Fund (MPTF)

Attention: If you need help in your language, language assistance is available to you 24 hours a day, 7 days a week (closed holidays). Call our **MPTF hospital operator at (818) 876-1888** or visit the hospital admissions office next to the lobby. Aids and services for people with disabilities, such as documents in large print or other formats, are also available. These services are free.

Spanish Atención: Si necesita ayuda en su idioma, hay asistencia lingüística disponible las **24 horas del día, los 7 días de la semana** (excepto días festivos). Llame a nuestra operadora del hospital **MPTF** al **(818) 876-1888** o visite la oficina de admisiones junto al vestíbulo. También ofrecemos ayudas y servicios para personas con discapacidades, como documentos en letra grande u otros formatos. Estos servicios son gratuitos.

Chinese (Simplified) 注意：如果您需要使用您的语言获得帮助，语言援助全天候 **24 小时、每周 7 天**可用（节假日除外）。请致电 **MPTF 医院总机 (818) 876-1888**，或前往大堂旁的住院接待处。我们还为残障人士提供辅助服务，例如大字版或其他格式的文件。这些服务免费提供。

Vietnamese Chú ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, dịch vụ hỗ trợ ngôn ngữ luôn sẵn sàng **24 giờ mỗi ngày, 7 ngày mỗi tuần** (không tính ngày lễ). Vui lòng gọi tổng đài **MPTF Hospital** theo số **(818) 876-1888** hoặc đến văn phòng tiếp nhận bệnh viện bên cạnh sảnh. Cũng có hỗ trợ và dịch vụ cho người khuyết tật, như tài liệu in cỡ lớn hoặc các định dạng khác. Các dịch vụ này hoàn toàn miễn phí.

Tagalog (Filipino) Pansin: Kung nangangailangan ka ng tulong sa iyong wika, ang tulong pangwika ay magagamit **24 oras kada araw, 7 araw kada linggo** (sarado tuwing pista opisyal). Tumawag sa aming **MPTF hospital operator** sa **(818) 876-1888** o bumisita sa admissions office ng ospital na nasa tabi ng lobby. Mayroon ding tulong at serbisyo para sa mga taong may kapansanan, tulad ng malalaking print na dokumento o iba pang format. Libre ang mga serbisyong ito.

Korean 주의: 귀하의 모국어로 지원이 필요하신 경우, **24시간, 주 7일**(공휴일 제외) 언어 지원 서비스를 이용하실 수 있습니다. **MPTF 병원 교환원 (818) 876-1888**로 전화하시거나 로비 옆 입원 접수처를 방문하십시오. 장애인을 위한 보조 서비스(큰 글씨 문서 또는 다른 형식의 문서)도 제공됩니다. 이 서비스는 무료입니다.

Armenian Ուշադրութեամբ: Եթե Ձեզ անհրաժեշտ է օգնություն Ձեր լեզվով՝ լեզվական աջակցությունը հասանելի է Ձեզ **24 ժամ, 7 օր** (բաց, բացակայող

ազգային տոներին): Հեռախոսագանգեք մեր **MPTF**-ի հիվանդանոցի օպերատորին՝ **(818) 876-1888**, կամ այցելեք ընդունարանային գրասենյակն՝ լոբբիի կողքին: Ընդլայն

մտապահված են նաև արդյունքում հաշմանդամություն ունեցող անձանց համար աջակցության միջոցներ՝ օրինակ մեծ տառերով կամ այլ ձևաչափերով փաստաթղթեր: Այս ծառայությունները անվճար են:

توجه: در صورت نیاز به کمک به زبان خود، خدمات زبان‌شناسی به صورت ۲۴ ساعت در **Persian (Farsi)** به **MPTF** روز، ۷ روز در هفته (به جز روزهای تعطیل رسمی) برای شما در دسترس است. با اپراتور بیمارستان شماره **(818) 876-1888** تماس بگیرید یا به دفتر پذیرش بیمارستان در کنار لابی مراجعه نمایید. همچنین خدمات و کمک‌هایی برای افراد دارای معلولیت، مانند مدارک با چاپ بزرگ یا سایر قالب‌ها در دسترس است. این خدمات رایگان هستند.

Russian Внимание: Если вам нужна помощь на вашем языке, языковая поддержка доступна **24 часа в сутки, 7 дней в неделю** (кроме праздников). Позвоните оператору **MPTF Hospital** по номеру **(818) 876-1888** или обратитесь в приемное отделение рядом с вестибюлем. Также предоставляются вспомогательные средства и услуги для людей с инвалидностью, например документы с крупным шрифтом или в других форматах. Эти услуги бесплатны.

Japanese 注意: ご自身の言語で支援が必要な場合、祝日を除き **24時間・年中無休** で言語支援をご利用いただけます。 **MPTF 病院** のオペレーター **(818) 876-1888** までお電話いただくか、ロビー横の入院受付までお越しく下さい。障がいをお持ちの方への支援として、大きな文字の資料や他の形式の文書もご用意しています。これらのサービスはすべて無料です。

Arabic تنبيه: إذا كنتم بحاجة إلى مساعدة بلغتكم، فإن المساعدة اللغوية متاحة لكم على مدار الساعة، **7 أيام في** على الرقم **(818) 876-1888** أو زوروا مكتب **MPTF الأسبوع** (باستثناء العطلات الرسمية). اتصلوا بمشغل مستشفى القبول بجانب اللوبي. كما تتوفر مساعدات وخدمات للأشخاص ذوي الإعاقة، مثل الوثائق بخط كبير أو بصيغ بديلة. هذه الخدمات مجانية.

Punjabi ਧਿਆਨ ਦਿਓ: ਜੇਕਰ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਭਾਸ਼ਾਈ ਸਹਾਇਤਾ **24 ਘੰਟੇ ਦਿਨ 'ਚ, 7 ਦਿਨ ਹਫ਼ਤੇ 'ਚ** (ਛੁੱਟੀਆਂ ਸਮੇਤ ਨਹੀਂ) ਤੁਹਾਡੇ ਲਈ ਉਪਲਬਧ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ **MPTF hospital operator** ਨੂੰ **(818) 876-1888** 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ ਲੌਬੀ ਦੇ ਕੋਲ ਦੇ ਹਸਪਤਾਲ ਐਡਮਿਸ਼ਨ ਦਫ਼ਤਰ 'ਚ ਜਾਓ। ਵਿਸ਼ੇਸ਼ਤਾਵਾਂ ਵਾਸਤੇ, ਜਿਵੇਂ ਵੱਡੇ ਅੱਖਰਾਂ ਵਾਲੇ ਜਾਂ ਹੋਰ ਫਾਰਮੈਟ ਵਾਲੇ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫ਼ਤ ਹਨ।

Mon-Khmer / Cambodian (Khmer) សម្គាល់:

ប្រសិនបើអ្នកត្រូវការជំនួយជាភាសាបស្ចិម ការជំនួយភាសា **មានស្រាប់ 24 ម៉ោងក្នុងមួយថ្ងៃ 7 ថ្ងៃក្នុងមួយសប្តាហ៍** (មិនរាប់ថ្ងៃឈប់សម្រាក)។ សូមទូរស័ព្ទទៅអូប៊ីហ្គី **MPTF Hospital** លេខ **(818) 876-1888** ឬទៅកាន់ការិយាល័យទទួលខុសត្រូវនៅជិត Lobby។ យើងមានជំនួយនិងសេវាកម្មសម្រាប់មនុស្សភាពពិការ ដូចជា ឯកសារបោះពុម្ពអក្សរធំ ឬទ្រង់ទ្រាយផ្សេងទៀត។ សេវាកម្មទាំងនេះគឺ **មិនគិតថ្លៃ**។

Hmong Ceeb Toom: Yog koj xav tau kev pab hauv koj hom lus, kev pab hauv lus muaj **24 teev ib hnuv, 7 hnuv ib lim tiam** (tsis suav hnuv so pej xeem). Hu rau tus operator ntawm **MPTF Hospital** ntawm tus lej **(818) 876-1888** lossis mus rau chaw txais thaum tuaj kho mob nyob ze lub lobby. Cov kev pab thiab kev pab nyiaj rau cov neeg muaj kev ntxhov siab, xws li ntaub ntawv nrog ntawv loj lossis lwm yam hom, muaj thiab. Cov kev pab no **tsis them nqi**.

Hindi ध्यान दें: यदि आपको अपनी भाषा में सहायता की आवश्यकता है, तो **24 घंटे दिन में, 7 दिन सप्ताह में** (छुट्टियों को छोड़कर) भाषा सहायता आपके लिए उपलब्ध है। कृपया हमारे **MPTF hospital operator** को **(818) 876-1888** पर कॉल करें या लॉबी के पास अस्पताल प्रवेश कार्यालय में जाएं। विकलांग व्यक्ति के लिए सहायता और सेवाएं, जैसे बड़े फ्रॉन्ट या अन्य प्रारूपों में दस्तावेज़, भी उपलब्ध हैं। ये सेवाएँ मुफ्त हैं।

Thai ประกาศ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ บริการช่วยด้านภาษาเปิดให้บริการ **24 ชั่วโมงทุกวัน (เว้นวันหยุดนักขัตฤกษ์)** โปรดโทรติดต่อพนักงานประจำ **MPTF Hospital** ที่เบอร์ **(818) 876-1888** หรือไปที่สำนักงานรับผู้ป่วยข้างลิอบบี้ มีบริการช่วยเหลือสำหรับผู้พิการ เช่น เอกสารตัวอักษรขนาดใหญ่ หรือรูปแบบอื่น ๆ บริการทั้งหมด **ไม่มีค่าใช้จ่าย**
