

Bear Valley Community Healthcare District

Bear Valley Community Hospital

41870 Garstin Drive, Big Bear Lake, CA 92315

Phone: 909-878-8252 • www.bvchd.com

Availability of the Financial Assistance Program

HELP PAYING YOUR BILL

About Our Financial Assistance Program

Bear Valley Community Hospital offers financial assistance to patients who cannot afford to pay their hospital bills. You may qualify for **FREE care (Charity Care)** or a significantly **REDUCED bill (Discount Payment Plan)** based on your family size and income.

FREE CARE (Charity Care): Available to patients whose family income is at or below 350% of the Federal Poverty Level (FPL).

DISCOUNTED CARE: Available to patients whose family income is between 350% and 500% of the FPL. Discounted bills are calculated based on the Medi-Cal payment rate — the lowest rate the hospital accepts.

You do **NOT** need to be uninsured to apply.

There is **no charge** to apply for financial assistance.

Emergency and medically necessary services are covered under this program.

2026 Federal Poverty Level examples:

*1 person = \$15,650/year | 2 people = \$21,150/year | 4 people = \$32,150/year.
(350% of FPL for a family of 4 ≈ \$112,525/year)*

How to Apply

Applying is easy and free. Here is what you do:

Step 1 — Request an Application

Pick up a Financial Assistance Application from any of the following locations:

- Patient Financial Services Office
- Admissions
- Emergency Department
- Download at www.bvchd.com

Step 2 — Complete and Return Your Application

Fill out the application and return it with the following documents:

- Proof of income (recent pay stubs, most recent federal tax return)
- Proof of family/household size
- Any insurance information (even if you believe you are uninsured)

Step 3 — We Will Review and Notify You

You will receive a written decision. If approved, your bill will be adjusted or eliminated. You may appeal any denial or reapply if your situation changes.

For More Information

Patient Financial Services Office

Phone: 909-878-8252

Address: 41870 Garstin Drive, Big Bear Lake, CA 92315

Office Hours: Monday–Friday, 8:00 AM–5:00 PM

Financial counselors are available to help you complete your application at no charge.

Where to Find Our Financial Assistance Policy

The complete Financial Assistance Program (FAP), the plain language summary, and financial assistance applications are available:

- At the Patient Financial Services / Billing Office
- At the Admissions Lobby
- In the Emergency Department
- Online at www.bvchd.com (look for “Help Paying Your Bill”)
- By calling 909-878-8210 — a copy will be mailed to you at no charge

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 State of California's Hospital Bill Complaint Program. Visit:

HospitalBillComplaintProgram.hcai.ca.gov

You may also file a complaint with Bear Valley Community Patient Financial Services office:

Phone: 909-878-8252

Address: 41870 Garstin Drive, Big Bear Lake, CA 92315

More Help

Help Paying Your Bill - There are free consumer advocacy organizations that can 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 free resources:

- **Inland Counties Legal Services:** 1-888-245-4257
 - Your local county Social Services office can assist with Medi-Cal enrollment
-

Health Coverage Options

You may also qualify for health coverage programs that can help pay future medical bills:

Covered California

Subsidized health insurance for individuals and families.
Visit [CoveredCA.com](https://coveredca.com) or call 1-800-300-1506.

Medi-Cal

Free or low-cost health coverage for Californians with limited income.
Apply at your county social services office or online at [BenefitsCal.com](https://benefitscal.com).

Medi-Cal Presumptive Eligibility

Bear Valley Community Hospital is authorized to screen patients for Medi-Cal Presumptive Eligibility. If you may qualify, we can temporarily enroll you in Medi-Cal while your full application is processed. Ask our financial counselors for details.

Hospital Pricing Information

Shoppable Services (Federal Price Transparency)

In compliance with federal Hospital Price Transparency regulations, a list of our shoppable services and charges is available online at: www.standard.bvchd.com

California Patients' Bill of Rights

You have rights as a hospital patient in California. Learn more at: www.bvchd.com

This notice is required by the California Hospital Fair Pricing Act (Health & Safety Code §127400 et seq.)Effective Date: January 1, 2026

Bear Valley Community Hospital • www.bvcommunityhealth.org

LANGUAGE ASSISTANCE / AYUDA CON EL IDIOMA

Bear Valley Community Hospital • (760) 866-5501
41870 Garstin Drive, Big Bear Lake, CA 92315
Mon–Fri 8AM–5PM

The following notice is provided in English and the top 15 languages spoken by Limited English-Proficient (LEP) individuals in California, as required by state law. All language assistance services are **FREE**.

ENGLISH

ATTENTION: If you need help in your language, please call (760) 866-5501 or visit the Patient Financial Services Office. The office is open Monday through Friday, 8:00 AM to 5:00 PM, and is located at 41870 Garstin Drive, Big Bear Lake, CA 92315. Aids and services for people with disabilities, like documents in accessible alternative formats such as braille, large print, audio, and other accessible electronic formats are also available. These services are free.

ESPAÑOL (Spanish)

ATENCIÓN: Si necesita ayuda en su idioma, llame al (760) 866-5501 o visite la Oficina de Servicios Financieros para Pacientes. La oficina está abierta de lunes a viernes, de 8:00 a.m. a 5:00 p.m., y se encuentra en 41870 Garstin Drive, Big Bear Lake, CA 92315. También están disponibles ayudas y servicios para personas con discapacidades, como documentos en formatos alternativos accesibles como braille, letra grande, audio y otros formatos electrónicos accesibles. Estos servicios son gratuitos.

中文 (Chinese)

注意：如果您需要用您的语言获得帮助，请致电 (760) 866-5501 或前往患者财务服务办公室。办公室开放时间为周一至周五上午 8:00 至下午 5:00，地址位于 41870 Garstin Drive, Big Bear Lake, CA 92315。我们还为残障人士提供辅助设备和服务，如盲文、大字体、音频及其他无障碍电子格式的文件。这些服务均免费提供。

TIẾNG VIỆT (Vietnamese)

CHÚ Ý: Nếu bạn cần hỗ trợ bằng ngôn ngữ của mình, vui lòng gọi (760) 866-5501 hoặc đến Văn phòng Dịch vụ Tài chính Bệnh nhân. Văn phòng mở cửa từ Thứ Hai đến Thứ Sáu, 8:00 sáng đến 5:00 chiều, tại 41870 Garstin Drive, Big Bear Lake, CA 92315. Các hỗ trợ và dịch vụ dành cho người khuyết tật như tài liệu ở định dạng braille, chữ in lớn, âm thanh và định dạng điện tử khác cũng có sẵn. Các dịch vụ này miễn phí.

TAGALOG (Filipino)

ATENSYON: Kung kailangan mo ng tulong sa iyong wika, mangyaring tumawag sa (760) 866-5501 o bumisita sa Opisina ng Mga Serbisyong Pinansyal para sa Pasyente. Ang opisina ay bukas mula Lunes hanggang Biyernes, 8:00 AM hanggang 5:00 PM, sa 41870 Garstin Drive, Big Bear Lake, CA 92315. Ang mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng braille, malaking print, audio, at iba pang electronic na format, ay available din. Ang mga serbisyong ito ay libre.

한국어 (Korean)

주의: 귀하의 언어로 도움이 필요하시면 (760) 866-5501로 전화하시거나 환자 재정 서비스 사무소를 방문하십시오. 사무소는 월요일부터 금요일까지 오전 8시부터 오후 5시까지 운영되며, 주소는 41870 Garstin Drive, Big Bear Lake, CA 92315입니다. 점자, 큰 활자, 오디오 및 기타 전자 형식의 장애인용 보조 자료도 이용 가능합니다. 이러한 서비스는 무료입니다.

ՀԱՅԵՐԵՆ (Armenian)

ՈւՆԴԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ անհրաժեշտ է օգնություն Ձեր լեզվով, խնդրում ենք զանգահարել (760) 866-5501 կամ այցելել Հիվանդի Ֆինանսական Ծառայությունների Գրասենյակ: Գրասենյակը բաց է երկուշաբթիից ուրբաթ, ժամը 8:00-ից 17:00, հասցե՝ 41870 Garstin Drive, Big Bear Lake, CA 92315: Օգնություններ և ծառայություններ՝ նախատեսված հաշմանդամություն ունեցող անձանց համար, ինչպես օրինակ՝ բրայլյան գրեր, խոշորատառ տպագրություն, ձայնագրություններ և այլ հասանելի էլեկտրոնային ձևաչափեր, նույնպես հասանելի են: Այս ծառայությունները անվճար են:

РУССКИЙ (Russian)

ВНИМАНИЕ: Если вам нужна помощь на вашем языке, позвоните по номеру (760) 866-5501 или посетите Отдел финансовых услуг для пациентов. Офис работает с понедельника по пятницу с 8:00 до 17:00 и расположен по адресу: 41870 Garstin Drive, Big Bear Lake, CA 92315. Также доступны вспомогательные средства для людей с ограниченными возможностями, включая

документы шрифтом Брайля, крупным шрифтом, в аудиоформате и других доступных электронных форматах. Эти услуги предоставляются бесплатно.

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇਕਰ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ (760) 866-5501 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ ਮਰੀਜ਼ ਵਿੱਤੀ ਸੇਵਾਵਾਂ ਦਫ਼ਤਰ ਜਾਓ। ਦਫ਼ਤਰ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ, ਸਵੇਰੇ 8:00 ਤੋਂ ਸ਼ਾਮ 5:00 ਵਜੇ ਤੱਕ, 41870 Garstin Drive, Big Bear Lake, CA 92315 'ਤੇ ਖੁੱਲ੍ਹਾ ਰਹਿੰਦਾ ਹੈ। ਅਪਾਹਜ ਵਿਅਕਤੀਆਂ ਲਈ ਬੋਲ, ਵੱਡੀ ਛਪਾਈ, ਆਡੀਓ ਅਤੇ ਹੋਰ ਇਲੈਕਟ੍ਰਾਨਿਕ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਦਸਤਾਵੇਜ਼ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫ਼ਤ ਹਨ।

العربية (Arabic)

تنبيه: إذا كنت بحاجة إلى مساعدة بلغتك، يُرجى الاتصال بالرقم (760) 5501-866 أو زيارة مكتب الخدمات المالية للمرضى. يعمل المكتب Garstin Drive, Big Bear Lake, CA 92315 من الاثنين إلى الجمعة، من 8:00 صباحًا حتى 5:00 مساءً، ويقع في 41870. تتوفر أيضًا وسائل مساعدة للأشخاص ذوي الإعاقات، كالوثائق بطريقة برايل والطباعة الكبيرة والتسجيلات الصوتية وغيرها. هذه الخدمات مجانية.

فارسی (Farsi)

توجه: اگر به کمک به زبان خود نیاز دارید، لطفاً با (760) 5501-866 تماس بگیرید یا از دفتر خدمات مالی بیمار بازدید کنید. دفتر از Garstin Drive, Big Bear Lake, CA 92315 دوشنبه تا جمعه، ساعت 8:00 صبح تا 5:00 بعدازظهر باز است و در 41870 قرار دارد. کمک‌ها و خدمات برای افراد دارای معلولیت، از جمله اسناد به صورت بریل، چاپ بزرگ، صوتی و فرمت‌های الکترونیکی دیگر نیز موجود است. این خدمات رایگان هستند.

हिंदी (Hindi)

ध्यान दें: यदि आपको अपनी भाषा में सहायता की आवश्यकता है, तो (760) 866-5501 पर कॉल करें या रोगी वित्तीय सेवा कार्यालय जाएं। कार्यालय सोमवार से शुक्रवार, सुबह 8:00 से शाम 5:00 बजे तक, 41870 Garstin Drive, Big Bear Lake, CA 92315 पर खुला रहता है। विकलांग व्यक्तियों के लिए ब्रेल, बड़े प्रिंट, ऑडियो और अन्य इलेक्ट्रॉनिक प्रारूपों में दस्तावेज़ उपलब्ध हैं। ये सेवाएं निःशुल्क हैं।

Hmoob (Hmong)

CEEB TOM: Yog tias koj xav tau kev pab ua koj hom lus, hu rau (760) 866-5501 lossis mus ntsib Chav Haujlwm Kev Pab Nyiaj Txiag rau Cov Neeg Mob. Lub chaw ua haujlwm qhib hnuv Monday txog Friday, 8:00 AM txog 5:00 PM, ntawm 41870 Garstin Drive, Big Bear Lake, CA 92315. Cov kev

pab cuam rau cov neeg xiam oob qhab xws li braille, ntawv loj, suab lus, thiab lwm hom electronic kuj muaj. Cov kev pab cuam no yog dawb xwb.

ភាសាខ្មែរ (Cambodian/Khmer)

ចំណាំ៖ ប្រសិនបើអ្នកត្រូវការជំនួយជាភាសាខ្មែរ សូមទូរស័ព្ទទៅ (760) 866-5501 ឬចូលទៅកាន់ការិយាល័យសេវាបរិញ្ញាបត្តិអ្នកជំងឺ។ ការិយាល័យបើកពីថ្ងៃច័ន្ទដល់ថ្ងៃសុក្រ ពីម៉ោង 8:00 ព្រឹក ដល់ 5:00 ល្ងាច នៅ 41870 Garstin Drive, Big Bear Lake, CA 92315។ ជំនួយសម្រាប់ជនពិការ ដូចជាឯកសារជា Braille, ពុម្ពអក្សរធំ, សំឡេង និងទ្រង់ទ្រាយអ៊ីឡិចត្រូនិចផ្សេងទៀតក៏មានផងដែរ។ សេវាទាំងនេះឥតគិតថ្លៃ។

日本語 (Japanese)

注意：あなたの言語でのサポートが必要な場合は、(760) 866-5501 にお電話いただくか、患者財務サービス窓口をご利用ください。窓口は月曜日から金曜日の午前8時から午後5時まで営業しており、41870 Garstin Drive, Big Bear Lake, CA 92315 にあります。点字・大きな活字・音声・その他のアクセシブルな電子形式のような障害のある方向けの支援も利用できます。これらのサービスはすべて無料です。

ภาษาไทย (Thai)

ข้อสังเกต: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ โปรดโทร (760) 866-5501 หรือไปที่สำนักงานบริการทางการเงินสำหรับผู้ป่วย สำนักงานเปิดทำการวันจันทร์ถึงวันศุกร์ ตั้งแต่ 8:00 น. ถึง 17:00 น. ที่ 41870 Garstin Drive, Big Bear Lake, CA 92315 นอกจากนี้ยังมีบริการสำหรับผู้พิการ เช่น เอกสารเป็นอักษรเบรลล์ ตัวพิมพ์ขนาดใหญ่ เสียง และรูปแบบอิเล็กทรอนิกส์อื่นๆ บริการเหล่านี้ไม่มีค่าใช้จ่าย

Bear Valley Community Hospital • (760) 866-5501 • www.bvcommunityhealth.org

These language assistance services are free of charge.
Required by California Health & Safety Code §127400 et seq.