



ANTELOPE VALLEY  
HOSPITAL  
A facility of Antelope Valley Healthcare District

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[www.avhospital.org](http://www.avhospital.org)

## Financial Assistance Policy – Plain Language Summary

Antelope Valley Hospital (AVH) strives to fulfill its mission, vision and values when providing care to our patients regardless of their ability to pay. Antelope Valley Hospital has a Financial Assistance Program (FAP) adopted by the Board that provides financial assistance to patients that qualify and need help paying for the care that they received at AVH. A patient that is eligible for financial assistance is not charged more than amounts generally billed (AGB) for emergency or other medically necessary care. The FAP policy approved by the Board details all of the components of the FAP, the below is a summary of its main features.

### Who is eligible?

Any inpatient or outpatient with a family income of less than 350% of the current federal poverty level. Patients with family incomes at or below 350% of the current federal poverty level may be eligible when:

- They do not have any type of third party insurance coverage; or
- Covered by third party insurance and unable to pay the patient liability amount owed after insurance has paid its portion of the account

Eligibility alone is not an entitlement to coverage under the AVH Financial Assistance Program. AVH must complete a process of applicant evaluation to determine coverage before full charity care or partial discount charity care may be granted.

### What is covered?

Medically Necessary services that includes any hospital inpatient, outpatient, or emergency medical care that is determined by a member of the AVH medical staff as essential to a patient's health and well-being and not entirely elective for patient comfort and/or convenience. AVH will follow Medicare and/or Interqual guidelines for medically necessary covered services in order to prevent abuse of the FAP. Services rendered to patients by independent practitioners are not covered by AVH's FAP.

### How do I apply?

Eligible patients may qualify for the FAP by filling out and submitting an application. Patients are also urged to make every reasonable effort to provide the hospital with documentation and information needed for the hospital to make a determination of the patient's qualification for coverage under the program.

### Where can I get a copy of the Financial Assistance Policy and application?

Copies of the Financial Assistance Policy and the application can be obtained by calling the hospital's Business Office at 661-949-5781 or accessing it online on the hospital's website. [www.avhospital.org](http://www.avhospital.org)