



Plain Language Summary of Financial Assistance

Eligible patients who have household Family Income equal to or less than 450% of the current Federal Poverty Level and meet certain low- and moderate-income requirements may qualify for free care or partially discounted care and extended payment plan options from **Desert Valley Hospital**. Emergency Department physicians and other physicians who are not employees of the hospital may also separately offer financial assistance. The Charity Care Program addendum includes details on the Charity Care Program, and the Financial Assistance Discount Payment Program addendum includes details on the Discount Payment Program.

Patients can obtain copies of the Financial Assistance Policy and application forms on the hospital website, www.dvmc.com. For further information or a financial assistance application, please contact us:

760-843-5000
Desert Valley Hospital
16850 Bear Valley Rd
Victorville, CA 92395

The Financial Assistance Policy documents are available in non-English languages spoken by a substantial number of the patients served by the Hospital.

Completed applications should be delivered to:

Desert Valley Hospital
Attn: Hospital Business Office
16850 Bear Valley Rd.
Victorville, CA 92395

Per Health & Safety Code § 127405 (a)(1)(B), an emergency physician, as defined in Section 127450, who provides emergency medical services in a hospital that provides emergency care is also required by law to provide discounts to uninsured patients or patients with high medical costs who are at or below 400 percent of the federal poverty level.

Additional Resources: The Health Consumer Alliance (“HCA”) is a resource available to patients to help them understand the billing and payment process, as well as Covered California and Medi-Cal Presumptive Eligibility. HCA offers free assistance over-the-phone or in-person. For more information, visit the Health Consumer Alliance website at <https://healthconsumer.org>.

Shoppable Services: In compliance with the No Surprise Billing Act (Title 45 section 180.60 of the Code of Federal Regulations), please see Prime’s tool of shoppable services available on the hospital website, www.dvmc.com.