

	Jejet kitien ilo Ran: 12/1/1998 Kemelim eo elik tata Ran:3/1/2007 Ran eo rar kokeele: 10/26/15 Ran eo renaj bar etale: 10/26/18
	Armij eo an: Patrick McDermott, Vice President Revenue Cycle
	Policy Area: Jeen(Finance)
	References:Jiban ko nan ri-naninmij eo
<b>Policy ko ikijen koman Bill im collect ko an Sutter Health Hospital ko</b>	

### KOTOBAR EO

Unin policy ej nan lelok kakien ko nan Sutter Health hospital jikin jermal ko an nan koman bill im wawin collect ko bwe en jermal ilo wawin eo ej jermal iumwin kakien ko.

### KAKIEN KO(POLICY)

Ej mottan policy ko an Sutter Health nan lelok bill ko nan ri-naninmij ro im kab ro tellokier komane kolla ko rejimwe, jejet, im ej jejet nan kakien im regulation ko, ekoba ilo ejelok jonan California Health im Safety Code section 127400 *et seq.* im regulation ko rej koman jen United States Department eo an Treasury iummin section 501(r) in Internal Revenue Code eo.

### BELAKIN(SCOPE)

Policy ej jermal nan aoleb hospital jikin jermal ko eor air laijen im ej bed iumwin Sutter Health ak jikin jermal ko jet ej ekejiel ibier (einwot an kemeleleiki ilo term im ej bed iumwin kakien kein an Sutter Health), im aoleb hospital ko im Sutter Health im/ak jikin ko ej ekejiel ibier im kejerbal elon ro rej vote kaju ak bar ilo jet wawin an kejerbale ak interest ko an ej tarrin in 50% (ej walok ijin einwot "Hospital" ak "Sutter Health Hospitals"). Policy in ej bareinwot ekeijell iben agency in koman collect ko ilo etan Hospital eo. Ijelokin wot elane ear bar wor wawin ko, policy in ejab jermal nan takto ro ak ro jet rej lelok jiban inikjen takto, ekoba takto ro ilo room eo an idrin, ri-kemejmej ro, radiologist ro, ro rej jermal ilo hospital, pathologist ro, etc., im ro jet jiban ko air ejab walok ilo bill ko an Hospital eo. Policy in ejab kwalok je eddo ko nan Hospital nan an kollaiki takto ak ro jet rej lelok jiban ko ikijn jermal in keijmour. Ilo California, takto ro an idrin im rej lelok jermal ikijen idrin ko ilo hospital rej lelok bwe en koman kadikdiklok ko nan ro ejelok air jortoklik ak ri-naninmij ro elab im tar jen jonan wonen air takto ro im rej bed ak ilali 350 pojeen ilalin level in jerata eo jen kien.

### MELELE KO(DEFINITIONS)

**Bill ko nqn kolla:** "Billed Charges" ej jonan eo emoj air komane im Hospital eo ej billi nan menin jermal kab jermal ko.

**Collection Agency:** "Collection Agency" ej ro im rej bok kunaer jen Hospital nan kabukot ak collect kolla jen ri-naninmij ro.

**Maktkit in collect ko rein juon:** "Extraordinary Collection Action" ej juon ian wawin kein:

- (i) Jabrewot kain bunten ko nan collect kolla jen ri-naninmij eo im rej bok bunten ko iumwin kakien a kilo jikin ekajet ko, ekoba im ejab diklok jen liakelok ilo jikin ekajet ko;
- (ii) Wia kake muri an ri-naninmij eo ilo Hospital nan bar juon, koba im ejab diklok jen Collection Agency ko;
- (iii) Repoote melele ko reotak kin ri-naninmij eo nan consumer agency ko rej kamuriri ak jikin koman muri ko;
- (iv) kabwijrak ilo bank account ko
- (v) Koman bwe ren kalbuuj ilo an kar koman muri nan collect likjab kein;
- (vi) Debij jidikin kolla eo am;
- (vii) Ak armij ro jet nan debij jikin jokwe ko ak jikin ko jet;
- (viii) Wia kake jikin jokwe ak men ko mweium;
- (ix) Karumijlok ak debij jiban ko jen kwe ikijen takto bedbed wot ion muri kin kwar komani ikijen jiban ko nan kwe; ak
- (x) Bok melele ko nan etale.

Koman wawin collect ko jet im rej jab walok ijin nan, ak collection iumwin, lien eo ej bed iumwin Civil Code sections 3040 or 3045. Wonmanlokwo im, kadelon kleim in bankruptcy ejab juon men eo rejab komane nan bunten koman collect ko.

**Jeen in jiban ko:** “Financial Assistance” ej kwalok kin Aoleb Charity Care im Wonen takto ko rellab Charity Care, einwot melele kein rej kwaloki ilo Sutter Health Hospital Policy ko ikijen Jeen in jiban ko (Charity Care).

**Policy ko ikijen jeen in jiban:** “Financial Assistance Policy” ej an Sutter Health Hospital Policy ikijen jeen in jiban ko (Charity Care), eo im ej kwalok kin Sutter Health prokraam in jeen in jiban ko—ekoba ri-naninmij ro rej bed kin jet uun ko im rej aikuij lo ir mokta jen air lelok jiban ko ikijen jeen in jiban kein im bareinwot bunten ko ri-naninmij eo ej aikuij komani nan an kanne nan jeen in jiban kein.

**Ri-naninmij eor an jortoklik:** “Ri-naninmij eor an jortoklik” ej juon ri-naninmij eo eor an jortoklik jen ijoko jet nan kolla wonen bill in takto eo an.

**Ri-naninmij:** Ri-naninmij ekoba armij eo ej bok jiban ko jen Hospital. Nan uun ko an policy, ri-naninmij ekoba ro rej jiban ikijen jeen nan jiban ko.

**Ijoko kunaan ri-naninmij eo:** “Ijoko kunaan ri-naninmij” ej jonan eo im ri-naninmij eo eor an jortoklik ej kolla jen bojo eo an elikin an eo juon komane ijo kunaan ilo an kar walok jonan eo ren kar kollaiki.

**Kajin eo ekka kejobale ilo jikin takto eo:** “Kajin ko ekka kejobale ilo jikin takto eo” ej kajin eo ekka air kejobale dit tata 1,000 armij ak 5% in jukjuki bed eo im Hospital eo ej kejobale bedbed wot ion etale ko jen jukjukin bed eo im ear komane jen Hospital eo.

**Ri-naninmij ro ejelok air jortoklik:** “Ri-naninmij ro ejelok air jortoklik” ej ri-naninmij eo ejelok jiban jen ro jet nane nan kolla mottan muri eo an, ekoba im jab lablok jen, jikin ko jet ak insurance ko, prokraam in kejobarok im takto ko an kien, ak ro jet rej aikuij jiban, ekoba ri-naninmij eo ej bed

ilo jekjekin Jiban ko nan kolla jelok kinke eo ej lelok jiban kein “ej bed tulikin network” ak jiban ko rejab bed ilo kolla ko (e.g., kinke eo ej aikuij bwe en kar kolla emoj an loe bwe jiban kein rej menin ekatak/menin etale ko), ak ri-naninmij eo jiban ko an jen ro ikijen kolla ko mokta jen air lelok jiban kein nan ri-naninmij eo emoj an jemlok.

## WAWIN KOMADMOD KO( PROCEDURE)

### A. Bill nan ro jet rej lelok jiban ko

1. Bok melele ko ikijen coverage kein: Hospitals enaj komane jet bunten ko nan bok melele jen ri-naninmij ro elane eor jen ilikin ak public health insurance ak ro rej itok ilo etan emaron in kolla jidikin ak aoleben jiban kein komani jen Hospital nan ri-naninmij eo.
2. Bill nan ro jet rej aikuij komane kolla ko: Hospitals eo enaj kajion kabukot jabrewot jonan eo im ej aikuij in etal jen jikin kolla ko jet, ekoba im ejab diklok jen contract ko im ri-kolla ro ejelok air contract, ri-kolla ro jet, ikijen liability im jortoklik ko nan wa ko, im ri-kolla ro jen prokraam ko an kien eo im ej an eddo nan kekjbarok ri-naninmij eo. Sutter Health enaj bill I aoleb ro telokkier bedbed wot ion melele ko lelok nan ir im kamol jen ri-naninmij eo ke ro rej kennan ilo etaer ilo ien eo ejejet
3. Ablonlon ko ikotaan ro rej aikuij bwe ren kolla: Mokta jen air jino koman ae ko ak bukot wawin ko nae ro rej aikuij komane kolla ko, Hospitals ej aikuij konono im bukot bunten ko jen Policy nan na mejelan ablonlon kein lon kein ak komakit ko nae ro rej aikuij bwe ren kolla

B. **Bill nan ri-naninmij:** Kajojo Hospital ej an kajojo eddo nan Finance, ak koman an karok, ilo lelok nan Sutter Health Shared Services nan an kabukot likjab kein jen ri-naninmij eo.

1. **Bill nan ri-naninmij roe or air jortoklik:** Hospitals enaj koman an bill nan roe or air jortoklik kin men ko kunaan ri-naninmij eo jonan likjab eo rej loe ilo wawin air kemelele ki jban ko (EOB) im je neo juon im ej aikuij kolla.
2. **Bill nan ro ejelok air joroklik:** Hospitals ej aikuij bill nan ri-naninmij ro ejelok air jortoklik nan kein jermal kab jiban ko jen Hospital eo, ilo an kejerbal Hospital an komane bill ko an nan muri ko jonan eo nan ro ejelok air joroklik ak kadikdiklok ko nan ro im ejelok air jortoklik kin kadikdiklok, einwot in:
  - a. **Jonok in kadikdiklok nan ro ejelok an jortoklik:** 40% kadikdiklok in Bill ko rej aikuij kolla nan ri-naninmij ro iloa im rej bok jiban kein im 20% kadikdiklok nan Billed in kolla jen ro rej delontok jen ilikin.
  - b. **Jonok eo im rej lelok nan ro ejelok air jortoklik:** 20% kadikdiklok in Bill ko rej aikuij kolla nan ri-naninmij in loa im kab ilikin ikijen jiban ko jen Hospitals eo. Sutter Lakeside Hospital im Center nan Health, Sutter Coast Hospital, im Sutter Amador Hospital rej jet rural hospitals ko.

Kadikdiklok lok ko nan ri-naninmij ro ejelok air jortoklik ejab jab jermal nan ri-naninmij ro im remaron bok jeen in jiban ko ak bok jiban ko im emoj dre air kadikdiklok (i.e.

bakij ko rar kadikdiklok nan kokmanman ebwinid). Jonan eo nan keej im nan pakij ko ejab aikuij bwe en juon kolla eo rej kejatirikrik kake im elab an dik nan jonan eo Hospital in ej kejatirikrik jen eo ejelok an jortoklik im kadikdiklok ilo Bill in kolla eo nan jiban kein.

3. **Melele ko kin jeen in jiban kein:** Aoleb bill ko nan ri-nanimij eo enaj koba kejela ko kin jimwe ko renaj kedebi ilo **Exhibit A** nan Policy eo, jeen in jiban ko im enaj koba kemelele ko nan ri-nanimij ro remaron bok jiban kein.
4. **Karok nan kemelele ko:** Aoleb arij rearon karok nan kemelele ko nan account eo air jabrewot ien.
5. **Mokaj in kolla nan kadikdiklok ko:** Aoleb bill ko nan ri-nanimij renaj kobaiki melele ko ikijen komkajkaj nan kolla in kadikdiklok ko. Nan komkajkaj kolla ko nan kadikdiklok ko ejbar juon jekjek nan jolok bill ko an Hospital' im ejan etal nan ri-nanimij ro ejelok air jortoklik im emokaj air kolla. Kadikdiklok in kolla ko remokaj enaj diklok 10% jen jonan eo renaj kar lelok jen juon eo ejelok an jortoklik dedelok in aoleb kadikdiklok kein im emoj komane. Ri-nanimij eo ejelok an jortoklik emaon bokkadikdiklok ko ielane ej komane kolla ko ilo ien eo ejejet kij jiban kein ak iloan 30 ran jen ran eo rar jino koman an bill.
6. **Ablonlon ko:** Elane eor ablonlon ko jen ri-nanimij eo ikijen item ak ikijen bill. Ri-nanimij eo emaron komane abnono ko ilo jeje a kilo telpoon iben ro rej jermal ilo customer service. Elane ri-nanimij eo ej kajitok kin pepa ko ikijen bill, ri-jermal ro renaju komane jet bunten ko nan lelok pepa kein kajitok kaki iumwin (10) ran ko. Hospital eo enaj debij account eo iumwin (30) ran elikin an ri-nanimij eo komane abnonoeo an mokta jen air komani jermal in collect ko.

### C. Wawin collect ie kolla ko

1. **General Collection Practices:** Ekar nan Policy, Hospitals e eamaron kejerbal collect nan bo kolla jen ri-nanimij ro. Collect ko ekka air komane ko im ekoba kejela ko nan ri-nanimij eo, phone call ko, im jeje in karon ko emoj jilikinlok nan ri-nanimij eo ak ro renaj kolla nan ir. Hospitals ej aikuij bojak kin wawin kolla ko nan lale bwe ri-nanimij ro kin kajitok im abnono ko air kin bill ko renaj etali im kajimwe ki ijo ekar, im ilo follow up iben ri-nanimij eo.
2. **Kamo nan komane kain collect ko rejab jejet:** Hospitals im Collection Agencies renaj **jab** kejerbal wawin jermal collect ko rejab eman nan koman collect ko nan ri-nanimij eo.
3. **Ejelok jermal in collect ilo tore eo rej kanne nan jeen in jiban kein:** Hospital im Collection Agencies rejab aikuij koman collect jen ri nanimij eo emoj an kanne pepa in jeen in jiban, Im ej aikuij korol jabrewot jonn eo ear boke jen ri-nanimij eo ilo ien e oak moktalok jen pepa eo an ri-nanimij eo bed ilo kottar nan koweppene.
4. **Kemo kejerbal melele ko jen pepa in kanne nan jeen in jiban ko:** Hospitals im Collection Agencies jab aikuij in koman makitkit in collect ko jen melele ko emoj air buki jen ri-nanimij eo ear kanne pepa eo nan jeen in jiban ko. Ejelok jabrewot ilo section ej kemo jabrewot jen kejerbal melele ko emoj buki jen Hospital ak Collection Agency ilo ien

eo rar kajion kemelemi pepa eo nan jeen in jiban ko.

5. **Plan in kolla ko :**

- a. **Ri-naninmij ro remaron bok jiban:** Hospitals im jabrewot Collection Agency jermal ilo eia ter renaj karon ri-naninmij ro ejelok air jortoklik im ri-naninmij ro remaron bok jeen in jiban kennan juon bill nan delone ilo jet weppen ko nan kollaik ijo kunan ri-naninmij ro (nan ro eor air jortoklik) im jabrewot jonan eo im ej aikuij kar kolla. Hospitals eo emaron bar koman plan in kolla ko plan eo ejab maron nan kolla nan ro eor air jortoklik nan kolla jonan eo kunan ri-naninmij ilo juon wot kottan.
- b. **Term in koman kolla ko:** Aoleb wawin kolla rej aikuij bwe en ejelok owoj nane. Enaj wor ien nan ri-naninmij eo nan kajion koman koon ikijen term in plan nan kolla ko. Elane Hospital im Patient rejab maron erre iben dron ikijen term in kolla ko, Hospital eo enaj lemaanlok plan in kolla eo kelet nan ri-naninmij eo bwe en koan kolla ko iumwin allon kin tarrin an lablok jen (10%) jen jonan income in paamle eo an ri-naninmij eo elikin an jolok ekej benjej ko nan menin aikuij ko. "Ekej benjej nan menin aikuij ko" melelein menin: rent a wonen mweo im air komane, mona im men ko koban mweo, jarom im ren im telephone, nuknuk, uno im kolla nan ni, insurance, school ak kejbarok ko nan ajri, jiban nan ajri ak ritto ro, ial in ito-tak im ekej benjej nan waan ettora ko, ekoba insurance, gas, im jermal in kekeel, kolla ko emoj karoke, kwalkwol nuknuk Im bar ekej benjej ko jet.
- c. **Kwalok ke plan eo ejab jejet:** naj kaitoklok plan in kolla eo im kwalok ke elikin an ri-naninmij jab komani kolla ko iumwin 90-ran ko. Mokta jen an wonmanlok kolla ko, Hospital ak Collection Agency renaj koman jet wawin ko nan konono iben ri-naninmij eo ilo phone im koman kojela ko ilo jeje ko plan eo emaron in jab jermal im bwe ri-naninmij eo elon an ien nan an konono kake plan in kolla eo renaj kaitoklok. Mokta jen air kaitoklok plan eo ejab jermal, Hospital ak Collection Agency rej aikuij bar konono kake terms in kolla eo ejab jermal, elane renaj kajitok iben ri-naninmij eo. Kin un in ilo section, ilo kejela im telpon ko nan ri-naninij eo bolen an telpon eo elik tata nomba eo im atreej eo an ri-naninmij eo. Elikin an moj plan in kolla eo im rej kwalok ke ejab jermal, Hospital ak Collection Agency emaron wonanlok wot im komani jermal in collect ko ilo jekjek eo ej lor policy.

6. **Collection Agency ko:** Hospitals emaron lelok ri-naninmij ro nan account eo air nan Collection Agency, ekar nan wawin in:

- a. Collection Agency ej aikuij im wor juon an koon eo emoj air karoke iben Hospital eo;
- b. Koon eo jen Hospital iben Collection Agency naj kwalok bwe Collection Agency's en komani jermal ko an ej aikuij lor wot Sutter Health im kotobar eo an, reimanlok, aurok eo an, term in plan an policy nan jeen in jiban ko, Bill im wawin policy in collect ko, im Hospital Fair Pricing Act, Health im Safety Code section 127400 through 127446;
- c. Collection Agency ko rej aikuij in erre kin ikijen komane bunten ko nan Collect

muri ko an ri-naninmij eo;

- d. Hospital eo ej aikuij kwalok wot ke ej muri kein (i.e. muri ko rejab "wia kake" nan Collection Agency ko); Collection Agency ko rej aikuij koman jebal ko kakilen ie ri-naninmij eo im emaron bok jeen in jiban kein, konono kin an maron wonmanlok wot im tibriki wawin jeen in Policy ko an jeen in jiban kein nan ri-naninmij eo, im boklok ri-naninmij ro im jeen in jiban ko nan Hospital ilo Financial Services opij eo an ri-naninmij ilo 855-398-1633 ak ilo sutterhealth.org. Collection Agency ejamin bukot kolla ko ken ri-naninmij eo im ear kanne pepa In kanne ko naan jeen in jiban ko, im enaj korol jabrewot jonan eo ear boke mokta jen an kilok ien eo ri-naninmij eo ear kanne pepa in jiban eo an im ej bed ilo etale.
  - e. Aoleb ro jet rej aikuij in kolla renaj lelok bill ko nan ir, kolla ko jen ro ejab aikuij bed ilo kotar, Im bwe in muri ko ej aikuij bwe ej an eddo ri-naninmij eo. Collection Agency ejain lelok bill nan ri-naninmij eo kin jonan eo im aikuij bwe en kolla. Ro jet rej aikuj kolla
- Collection Agency ej aikuij jilikinlok kape nan ri-naninmij eo einwot an walok ilo Exhibit A, kejela eo kin jimwe ko.
- f. Dik tata 120 rej aikuij ella mokta jen an Hospital jilikinlok bill ko nan ri-naninmij eo ilo account eo an.
  - g. Ri-naninmij eo ej aikuij konono kake plan in kolla eo ak komane jet kolla ko kin jonan en eman.

#### **D. Jorren ko nan ro rej kolla**

Ejelok ilo policy ej jenelok hospital im jebal ko an ak collection agency ko jen ilikin jen an bukot likjab ko jen ri-kolla ro ilo wawin eo emelaak nan ri-kolla ekar nan Policy eo.

#### **KEMELELE KO(REFERENCE)**

Internal Revenue Code section 501(r)

26 Code eo an Federal Regulations 1.501(r)-1 nan 1.501(r)-7

California Health im Safety Code section 124700 nan 127446

Policy ej aikuij bwe re riiti jen Sutter Health Billing im Collection Policy.

**Ran eo ear oktak men kein: 11/2/2015, 7/1/2006**



## **Exhibit A – KOJELA KIN JIMWE KO**

Komol kin am kar kelet Sutter Health nan lewaj jiban ko nan kwe. Emon jilikin waj kemelele ko ikijen kolla ko kin am kar lotok hospital in. **Kolla ko rej aikuij bwe ren koman.** Remaron lewaj kadikdiklok ko elane kwonaj komane jet ian wawin ko, rej walok ijin ilal, ak elane enaj mokaj am jilikinlok kolla eo am.

Jouij im lale bwe menin ej bill nan jiban ko rar iwoj jen hospital. Emaron in bar wor kolla ko jet nan jiban kein im renaj iwoj jen takto ilo ien eo kwar bed ilo hospital, einwot bill jen takto eo, im ri-kamejmej ro, pathologist ro, radiologist ro, waan takto ko, ak ri-jerbal in hospital ro jet im rejab ri-jerbal in hospital. Emaron Im bar iwoj bill ko jen ro jet kin jiban ko air.

**Kemelele kin jimwe kein:** Kakien ko an State im federal law rej enin aikuij nan ro rej collect muri ko bwe en eman air koman nan kwe im kamo an collector eo koman nan in riab nae kwe ak wawin kaamjak ko, kejerbale nan ko im rejab eman nan ron, ak komane kononoko rejab jejet iben ro jet, ekoba jikin jerbal ko am. Ijelokin wot jet uun ko, ri-collect muri eo ejaab aikuij kur waj iok elikin 8:00 jota ak elikin 9:00 jota. Ilo mol, eo ej collect muri ejab aikuij lelok melele ko kin muri ko am nan bar juon armij, ijelokin ri-jojo mar eo am ak eo karejeram. Ri-collect eo emaron bar kurlok juon armij nan lale ej bed ia ak koman lomnak ko. Nan elonlok melele ko kin makikit an ri-collect ro, komaron kurlok Federal Trade Commission kin telpoon ilo 1-877-FTC-HELP (328-4357) ak online ilo [www.ftc.gov](http://www.ftc.gov).

Jerbal in konono ikijen credit, im bareinwot jiban ko ikijen ro rej bok jen opij eo an kakien ko, emaron bed ijo kowj bed ie. Jouij im kurlok Financial Services opij eo an ri-naninmij ilo 855-398-1633 nan air referral ie iok.

Sutter Health eor an koon iben collection agencies ko nan collect muri an ri-naninmij eo. Collection Agencies rej aikuij lor policy ko an hospital eo. Collection Agencies ej aikuij in kile im lore plan in kolla eo ear koman jen hospital im ri-naninmij eo.

**Jeen in jiban ko (Charity Care):** Sutter Health ej an eddo bwe en lelok jeen in jiban ko nan ro remaron buki im edik wonaier ri-naninmij ro eor air jeen in jortoklik im ej aikuij in kolla ijo kunan nan muri ko. Enin wawin ko rej kwlok ke komaron bok jeen in jiban kein im kanne pepa ko nan ri-naninmij eo ej kabukot jeen in jiban kein. Lajraak kein ilal ikijen ri-naninmij emaron bok jeen in jiban kein:

- Ri-naninmij eo ejelok an jiban jen ijoko jet ikijen kolla, einwot kompanii jortoklik ko ak prokraam ko an kien, nan bok jidiki mottan muri ko an im elon an paamle eo an income ilo ak ilalin 400% jonok in level in jerata eo ekar nan kein.
- Ri-naninmij ro eor air jortoklik botab (i) income eo an paamle eo ilo ak ilalin 400% ilo level in jonok in jerata eo jen kein; im (ii) ekej benjej ko ikijen takto nan ir make ak paamle eo an (im ej bed ilo hospital jikin jerball ko an ak kolla nan ro jet rej lewaj jiban iumwin 12 allon ko) eo I elabok jen 10% kin jonan income a paamle an ri-naninmij eo.
- Ri-naninmij eo eor an jortoklik ak emaat jeen in jiban eo air emaron mokta ak ien eo rar bed ilo hospital, im eor an paamle eo income ilo ak ilalin 400% kin jonan level in jerata eo jen kien

Komaron kanne nan jiban kein ilo am kanne form eo im ej iwo jen Financial Services eo an ri-naninmij, eo im ej bed ilo jikin delon an ri-naninmij eo / Department eo an register ilo Hospital, ilo am kurlok Financial Services ilo 855-398-1633 ak ilo Sutter Health ak Hospital website ([www.sutterhealth.org](http://www.sutterhealth.org)). Komaron bareinwoot jilikinlok pepa in kannne eo ilo am konono iben juon ri-jerbal jen Financial Services an ri-naninmij eo, eo enaj jiban iok kadedeiklok pepa in kanne eo am. Ilo ien eo rej etale pepa in kane eo am remaron kajitok bwe kwon kwon lelok melele ko kin jonan armij eo ilo paamle eo am, jonan income ilo juon allon, im melele ko jet im enaj jiban hospital nan lale elane komron bok jeen in jiban kein. Remaron kajitok kin pay stub ak rekoot in owoj ko am nan jiban Sutter kamol kin income eo am.

Elikin am jilikinlok pepa in kanne eo, hospital eo enaj etale melele ko im kejeleik iok ilo jeje elane komaron bok jiban kein ak jab. Elane elon am kajio ditok ko ilo ie eo kwoj kanne eo am, komaron kurlok Financial Services opij eo an ri-naninmij ilo (855) 398-1633.



Elane kwojab erre ilo lomnak eo jen hospital, komaron jilikinlok abnono eo nan Financial Services opij eo an ri-naninmij.

Kape in policy in jeen in jiban kein jen Hospital eo, kajin eo im kejobale kemelele im pepa in kanne ko, ekoba prokraam in jiban ko an kien, pepa in kanne renaj etal ilo elon kain kajin ko nan ri-naninmij ro rej register ak Financial Services opij an ri-naninmij eo, im bareinwot ilo [www.sutterhealth.org](http://www.sutterhealth.org) im ej iwoj ilo meel. Kim maron jilikin waj juon kape in Policy in nan jeen in jiban ko ilo ejelok wonen elane kwonaj kurlok Financial Services opij eo an ri-naninmij ilo 855-398-1633.

Ekar nan Internal Revenue Code Section 1.501(r)-5, Sutter Health ej komane men eo rej ba Medicare kein jermal ko nan komane bill ko; botab, ri-naninmij ro remaron in bok jeen in jiban ko ejab air eddo in ikijen kolla muri kein elanlok jen jonan eo emoj air bill I lok ir kinke ro rej bok jiban kein rejab aikuij kolla jabrewot muri.

**Pepa in kanne ko rej kottar air weppen:** Elane pepa in kanne eo emoj air jilikinlok nan pokraam in jiban ko ikijen ejmour ejja ilo ien in wot kwoj aikuij kanne nan charity care, emaron juon an pepa I kanne keinn emaron in tobrak nan prokraam ko jet.

**Jortolik nan Ejmour/Prokraamin jiban ko an kien/Jeen in jiban ko:** Elane eor am health insurance coverage, Medicare, Medi-Cal, California jiban ko nan ajri, ak wawin kolla ko jet nan bill ko am, jouij im kurlok Financial Services an ri-naninmij ilo 855-398-1633. Elane ejejet, Financial Services an ri-naninmij enaj koman bill nan jikin ko tellokier.

Elane ejelok am jortoklik ikijen ejmour ak jiban jen prokraam ko an kien einwot Medi-Cal ak Medicare, bolen komaron bok jiban ko jen prokraam ko an kein. Financial Services an ri-naninmij ro emaron lewaj forms in kanne ko, im jiban iok kin pepa in kanne eo.

Elane kwar etale jeen in jiban kein jen Hospital eo kwoj tomak enaj jiban ilo kejbarok kein im rej naj komani nan bill ko, jouij im kurlok Financial Services eo an ri-naninmij ilo 855-398-1633.

**California Health Benefit jiban ko:** Komaron in bok jiban ko ikijen takto iumwin Covered California. Kurlok hospital Business Services eo nan melele ko rellablok im kabok ri-jiban ro im lale komaron ke tobrak nan jiban nan takto iumwin Covered California.

**la eo kwoj kebaake:** Financial Services ko an ri-naninmij ej bed ijo nan uake kajitok ko im rej bed ibam ikijen hospital bill, ak kwoj konan kanne nan jeen in jiban ko ak prokraam ko an kien. Telephone nombra eo ne ej 855-398-1633. Telephone awa ko rej 8:00 JIBON. nan 5:00 JOTA., Mandre nan Polaire.