Financial assistance policy - Plain Language Summary

Encompass Health Rehabilitation Hospital of Murrieta
35470 Whitewood Road
Murrieta, CA 92563
951.246.6500
ehc.rehab/MurrietaFA

Availability of Financial Assistance

Our hospital provides free or discounted emergency and other medically necessary care to patients who are uninsured or underinsured and who qualify for assistance under its Financial Assistance Policy.

Eligibility Requirements

Patients who qualify for assistance are eligible for income based, sliding scale discounts for emergency and other medically necessary care. In general:

- Patients whose family income is equal to or less than 200% of the Federal Poverty Guidelines are generally eligible for free emergency and medically necessary care.
- Patients whose family income is between 200% and 400% of the Federal Poverty Guidelines are generally eligible for a sliding scale discount ranging from 50% to 75% for emergency and other medically necessary care.

How to Obtain Copies of the Financial Assistance Policy and Application

Copies of the Financial Assistance Policy, the Financial Assistance Application and associated instructions can be found in the admitting/registration areas of the hospital, online at the website provided above or upon request by writing to the controller at the hospital address above. Translations of these documents to Spanish are available upon request from our hospital and may also be found online at website address above. If you need additional help with translations of financial assistance documents in other languages, large print, braille, audio or other accessible electronic formats, please contact the hospital controller at the address above.

Hospital Bill Complaint Program

If you believe you were wrongly denied financial assistance, you may file a complaint with the State of California's Hospital Bill Complaint Program. Go to HospitalBillComplaintProgram.hcai.ca.gov for more information and to file a complaint.

More Help

There are free consumer advocacy organizations that will 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.

For a list of the hospital's shoppable services please visit
https://encompasshealth.com/locations/murrietarehab/transparency-healthcare

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