



# COLLEGE MEDICAL CENTER PHOENIX

## PATIENT FINANCIAL DISCHARGE NOTICE

### PATIENT FINANCIAL LIABILITY

Upon admission, insurance benefits will be verified. We request that all insurance information be provided to College Medical Center Phoenix (CMCP) to ensure proper billing. Patient liability is determined by your insurance company. We encourage all patients and/or guarantors to contact their individual insurance plans. Once benefits are obtained a quote can be estimated for the deductible and coinsurance amounts due. If insurance benefits are determined to be terminated, you will be notified of your financial responsibility and a deposit will be requested based on your estimated length of stay. The following are the private pay discounted rates:

Inpatient Adult Psychiatric Services:	\$ 950 per day
Inpatient Adult Detox Services:	\$ 950 per day
Inpatient Adolescent Psychiatric Services:	\$ 1,275 per day
Inpatient Child Psychiatric Services:	\$ 1,275 per day
Partial Hospitalization:	\$240.00 per day

Shoppable Services may be viewed on our website [www.cmcphoenix.com](http://www.cmcphoenix.com)

### NOTIFICATION OF PATIENT LIABILITY

Patients with no insurance coverage may apply for Medicaid. You are encouraged to inquire with your admitting representative and/or social worker regarding the application process.

To request a quote of the estimated amount due, prior to discharge, please contact the Patient Admitting Representative (602) 251-8535.

Once payment is received by your insurance company, and an amount is determined to be your patient liability, you will be notified by mail and/or telephone. We strongly encourage our patients to verify that their address and telephone number on file are accurate.

### Mission

It is the mission of College Medical Center Phoenix to provide a continuum of superior psychiatric healthcare service in a cost efficient manner, to meet the needs of our patients, community, professional staff, and payors throughout Maricopa County.

### Vision

College Medical Center Phoenix will be the leading provider for clients of most ages, and be the center of excellence for crisis stabilization in Maricopa County.

**COLLEGE MEDICAL  
CENTER PHOENIX**

**1800 EVAN BUREN ST.  
PHOENIX, AZ 85006**

**PHONE: (602) 251-8535**

## OPTIONS FOR PAYMENT

It is the policy of College Medical Center Phoenix to collect payment in full for your patient liability; however, we understand that some patients and/or guarantors may not be able to pay the amount in full at the time of admission. As such, interest free payments may be made over time, not to exceed a twelve (12) month period.

Collection procedures at CMCP include, but are not limited to, three (3) letters, monthly statements, and collection phone calls. If no contact is made with your Patient Financial Representative the account will be forwarded to our collection agency, California Business Bureau Inc.

CMCP provides a quick pay discount. If payment in full is received, we will administratively discount your account by 10%.

## ELIGIBILITY FOR DISCOUNT PAYMENT & HOW TO APPLY FOR DISCOUNT PAYMENT:

College Medical Center Phoenix also provides our patients the option to qualify for discount payments. The qualifications are based on the Federal Poverty Level (FPL) guidelines and are contingent upon the completion of the required documentation. If your income meets the established percentages above the FPL, you may qualify for a portion of your portion due to be written off and discounted. You may view our Financial Assistance policy and application, at our website [www.cmcphoenix.com](http://www.cmcphoenix.com)

College Medical Center Phoenix encourages patients and/or guarantors to contact your Patient Financial Representative at **(562) 904-3998** for any questions or concerns.

## HOSPITAL BILL COMPLAINT PROGRAM

If you believe there is an error on your bill, please notify us in writing. Written disputes should be sent to:

College Medical Center Phoenix

Attn: Risk Management / QI

1800 E. Van Buren St.

Phoenix, AZ 85006

When you send your written dispute, please include the following information:

- Your Name
- Your Patient Account Number
- Dates of Services
- An explanation of why you believe the charges are inaccurate

You will receive a response to your dispute within thirty (30) working days

# LANGUAGE TAGLINES

## English Tagline

ATTENTION: If you need help in your language call [1-562-904-3998] (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call [1-562-904-3998] (TTY: 711). These services are free of charge.

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تعمل بالعربية (Arabic)

الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ [1-562-904-3998]

(TTY: تتوفر أيضا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بـ لغة برايل أو طباعة كبيرة). اتصل بـ [1-562-904-3998]

ولغة الـ [1-562-904-3998]

(TTY: 711). هذه الخدمات مجانية.

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## Հայերեն պիտակ (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք [1-562-904-3998] (TTY: 711): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Չանգահարեք [1-562-904-3998] (TTY: 711): Այդ ծառայություններն անվճար են:

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## យូសម្ព័ន្ធភាសាខ្មែរ (Cambodian)

ចំណាំ: បើ អ្នក ត្រូវ ការ ជំនួយ ភាសា របស់ អ្នក សូម ទូរស័ព្ទ លេខ [1-562-904-3998] (TTY: 711)។ ជំនួយ និង សេវា ម្យ៉ាង ម្នាក់ ជន ពិការ ដូច ជន គ្មាន ការ ឆ្លើយ តប ជន ពិការ ភ្នែក ឬ ជន គ្មាន ការ ឆ្លើយ តប ជន ពិការ ក៏ អាច រក បាន ផង ដែរ។ ទូរស័ព្ទ កេលខ [1-562-904-3998] (TTY: 711)។ សេវា កម្ម ទាំង នេះ មិន គិត ថ្លៃ ឡើយ។

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## 简体中文标语 (Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 [1-562-904-3998]

(TTY: 711)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电 [1-562-904-3998] (TTY: 711)。这些服务都是免费的。

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مطلب به زبان فارسی (Farsi)

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با [1-562-904-3998] (TTY: 711) تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با [1-562-904-3998] (TTY: 711) این خدمات رایگان ارائه می‌شوند.

## हिंदी टैगलाइन (Hindi)

□ान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो [1-562-904-3998]

(TTY: 711) पर कॉल करें। अशुभता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दवावेज़ उपलब्ध हैं। [1-562-904-3998] (TTY: 711) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

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## Nqe Lus Hmoob Cob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau [1-562-904-3998] (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau [1-562-904-3998] (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

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## 日本語表記 (Japanese)

注意日本語での対応が必要な場合は [1-562-904-3998] (TTY: 711)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 [1-562-904-3998] (TTY: 711)へお電話ください。これらのサービスは無料で提供しています。

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## 한국어 태그라인 (Korean)

유의사항: 귀하의 언어로 도움을 받고 싶으시면 [1-562-904-3998] (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. [1-562-904-3998] (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

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## ແຫກໄລພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ [1-562-904-3998] (TTY: 711). ອັງກິດ ຄວາມຊ່ວຍເຫຼືອ ອາດຈະການບໍ່ວິການສໍາລັບບໍລິ ການ

ເຊິ່ງ ນອກຈາກນີ້ ຄັ້ງ ນີ້ ກະສອນ ນຸ ນະ ດະ ມີ ໂຕ ມີ ມ ໃຫຍ່ ໃຫ້ໂທຫາເບີ

[1-562-904-3998] (TTY: 711). ການບໍ່ວິການເຫຼືອ ນີ້ ບໍ່ຕ້ອງຈະສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

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## Mien Tagline (Mien)

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux [1-562-904-3998]

(TTY: 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hlou mbiute aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx [1-562-904-3998] (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

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## ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)

ਧਿਆਨ ਦਿਓ ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ [1-562-904-3998]

(TTY: 711). ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ [1-562-904-3998] (TTY: 711).

### Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру [1-562-904-3998] (линия ТТУ: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру [1-562-904-3998] (линия ТТУ:

711). Такие услуги предоставляются бесплатно.

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### Mensaje en español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al [1-562-904-3998] (TTY: 711). También ofrecemos asistencia y servicios para personas con

discapacidades, como documentos en braille y con letras grandes. Llame al [1-562-904-3998] (TTY: 711). Estos servicios son gratuitos.

### Tagalog Tagline (Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa

[1-562-904-3998] (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa [1-562-904-3998] (TTY: 711). Libre ang mga serbisyo ng ito.

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### แท็กไลน์ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข

[1-562-904-3998] (TTY: 711) นอกจากนี้ ยังมีพร้อมให้บริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ

ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข [1-562-904-3998] (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

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### Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер [1-562-904-3998] (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом.

Телефонуйте на номер [1-562-904-3998] (TTY: 711). Ці послуги безкоштовні.

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### Khẩu hiệu tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số

[1-562-904-3998] (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số [1-562-904-3998] (TTY: 711).

Các dịch vụ này đều miễn phí.