



SB 697

Community Benefit Plan

# Contents

Introduction.....	3
History .....	3
Mission and Organizational Values.....	3
Our Mission.....	3
Our Values.....	3
Our Commitment to Children, Adolescents, Families, and the Community .....	4
Community Health Needs Assessment.....	5
Service Area .....	5
Overview of Key Findings .....	7
Priority Health Needs.....	9
Priority Areas .....	10
Key Definitions .....	12
Community Benefits .....	13
Hospital Key Statistics – 2018 .....	13
Our Community Benefit Investment Fiscal Year 2018.....	18
Appendix I - Community Partners .....	19
Appendix II – Financial Assistance .....	20

## Introduction

The mission of Children's Hospital Los Angeles is to create hope and build healthier futures. Founded in 1901, CHLA is the top-ranked pediatric hospital in California and among the top 10 in the nation, according to the prestigious U.S. News & World Report Honor Roll of children's hospitals for 2018-19. The hospital is home to The Saban Research Institute and is one of the few freestanding pediatric hospitals where scientific inquiry is combined with clinical care devoted exclusively to children. Children's Hospital Los Angeles is a premier teaching hospital and has been affiliated with the Keck School of Medicine of USC since 1932.

## History

Since 1901, Children's Hospital Los Angeles has been dedicated to serving children adolescents, families and the broader community. Working with a broad spectrum of stakeholders is what helps us fulfill our mission of creating hope and building healthier futures. Families, communities, civic and community-based organizations, researchers, academic institutions, elected officials and government agencies contribute to our understanding of how we can positively impact the lives of children and adolescents well beyond the walls of our hospital.

## Mission and Organizational Values

### Our Mission

We create hope and build healthier futures.

As a leading academic children's hospital, we fulfill our mission by:

- Caring for children, adolescents, young adults, families and each other
- Advancing knowledge
- Preparing future generations
- Building our financial strength

### Our Values

- We achieve our best together.
- We are hopeful and compassionate.
- We are learners leading transformation.
- We are stewards of the lives and resources entrusted to us.
- We serve with great care.

## **Our Commitment to Children, Adolescents, Families, and the Community**

CHLA continues to deepen its commitment to the community at large through the innovation and implementation of its community services and programs to improve the community's health and safety.

As the first and largest pediatric hospital in Southern California, CHLA serves as a safety net hospital for Los Angeles County and is the only freestanding Level 1 Pediatric Trauma Center in Los Angeles County. It is focused on providing: compassionate patient care, leading-edge education of the caregivers of tomorrow and innovative research efforts that impact children at the hospital and around the world. Children's Hospital Los Angeles is a premier teaching hospital and has been affiliated with the Keck School of Medicine of the University of Southern California since 1932.

Through our Community Benefit process we gain a better understanding of the social determinants of health; and innovate and implement services and programs to improve the health and safety of the community.

Children's Hospital Los Angeles completed its Community Health Needs Assessment for the year 2016. Information regarding this assessment is available on [CHLA.org/Community](http://CHLA.org/Community) in compliance with state and federal requirements.

The next Community Health Needs Assessment is in the process of being conducted for the year 2019.

## Community Health Needs Assessment

CHLA conducts a Community Health Needs Assessment (CHNA) in an effort to understand the health and social needs of the community and as required by state and federal law. California Senate Bill 697 and the Patient Protection and Affordable Care Act and IRS section 501(r)(3) direct not for profit hospitals to conduct a community health needs assessment and develop an Implementation Strategy every three years. The CHNA is a primary tool used by the hospital to determine its community benefit plan. This assessment incorporates components of primary data collection and secondary data analysis that focus on the health and social needs of the service area.

### Service Area

Children's Hospital Los Angeles (CHLA) is located at 4650 Sunset Blvd. Los Angeles, California 90027 and has five satellite locations in Arcadia, Encino, Santa Monica, South Bay and Valencia, which are all outpatient centers.

Our hospital services reach across Southern California, with a primary service area of Los Angeles County—a region that spans 4,057 square miles and includes vast urban communities, suburban areas and rural neighborhoods and includes 8 Service Planning Areas (SPAs) as designated by the Los Angeles County Health Department. Approximately 85% of the hospital's patients originate from L.A. County.

Los Angeles County is home to more than 10 million residents—approximately 26 percent of the state's population. It is the most populous county in the nation, and one of the most ethnically and racially diverse as well.

# Los Angeles County Service Planning Areas



- Service Planning Areas**
- 1 - Antelope Valley
  - 2 - San Fernando
  - 3 - San Gabriel
  - 4 - Metro
  - 5 - West
  - 6 - South
  - 7 - East
  - 8 - South Bay/Harbor

Note: City names are shown in BLACK.  
Communities are shown in GRAY italics.



Map used by permission.

August, 2002  
Los Angeles County  
Children's Planning Council  
Data Partnership (213) 893-0421

## Overview of Key Findings

The 2016 Community Health Needs Assessment methodology and process involved the collection of both secondary data and primary data. Approximately 300 secondary data indicators on a variety of health, social, economic, and environmental topics were collected by ZIP Code, Service Planning Area (SPA), county, and state levels (as available). In addition, primary data collection included an online survey, a community forum and a youth-led Photovoice project.

### Demographic Profile

In Los Angeles County, from 2010 to 2015, the population was estimated to have grown 3.3% to 10,136,509. This represented over one fourth of the population in California (26.1%). Children (ages 0–11) represented 15.5% of the population in Los Angeles County, while adolescents (ages 12–17) represented 7.9%. Hispanic or Latino represented 48.8%, Caucasians represented 26.4%, and Asians represented 14.0%, while Black or African Americans represented 8.0%.

In Los Angeles County, Spanish was spoken at home by 39.4% of residents, while 43.2% of the residents spoke English only. In the county, a quarter (25.8%) of the population over the age 5 spoke English “less than very well.” However, only 15.1% of adults in the county reported difficulty talking to a doctor because of a language barrier in the past year.

### Social and Economic Factors

Unemployment rates have been decreasing since 2012 in Los Angeles County and California, from 11.6% to 8.8% in the county. However, a great portion of the population still struggles with poverty. In Los Angeles County, almost a quarter of the population (24.1%) lived at or below 100% of the Federal Poverty Level (FPL). This is a pressing problem in SPA 6, where over a third of the overall population (35.5%), and a third of youth in SPA 6, lived at or below 100% of the FPL. In the service area, 26.0% of children, under age 18 years, lived in poverty. Even though a third (38.4%) of residents was not able to afford food, only 18.1% utilized food stamps. This suggests that a number of residents may qualify for food stamps but do not access this resource. Further, only 60.7% of qualified adults and 50.8% of qualified children participated in

the WIC program. Of a total number of 43,854, homeless in Los Angeles County, 132 were unaccompanied minors.

## **Access to Health Care**

Children were more likely to be insured than adults. Overall, 95.6% of children under 18 were insured, relative to 81.2% of adults. After employment-based insurance (41.5%), Medi-Cal was the second most utilized type of insurance (24.4%). This represented a Medi-Cal enrollment increase of seven percent (6.9%) since the previous needs assessment reporting cycle.

Children from Los Angeles County visited emergency departments at higher rates than adults, seniors and residents below the poverty level. Overall, 19.7% of children (0–17 years old) used the emergency department within a year-long period.

## **Births Characteristics and Mortality**

In Los Angeles County, the number of births has been decreasing. From 2008 to 2011, the number of births decreased from 147,684 to 130,312 – this represented a decrease of 11.8%. Births to teen mothers were approximately a quarter of all live births. From 2011 to 2013 the average number of teen births in the county was 9,188.3 – 26.1% of all live births. The infant mortality rate in Los Angeles County was 4.7 deaths per 1,000 live births.

The leading cause of death for infants in Los Angeles County resulted from complications associated with low birth weight or prematurity; 7.0% of babies born were born with low birth weight. For toddlers through preschool-aged children the leading cause of death was attributed to birth defects; for five to 14 year olds, motor vehicle crashes; and for 15–24 years olds, homicide. These trends remained the same since 2009.

## **Health Behaviors**

Obesity and overweight status among children are of high concern – 14.4% of teens and 13.1% of children in the county were overweight. Fast food consumption (3 or more times per week) in Los Angeles County was 15.1% among children ages 0–17. Almost double the percentage of children in SPA 7 consumed fast food (23.6%) relative to the county level.



However, over half of children in Los Angeles County consumed five or more fruits and vegetables a day (55.4%), and approximately, three out of four children (72.2%) engaged in vigorous physical activity for at least three days a week.

Almost a quarter of teens (22.4%) in LA County needed help for emotional or mental health problems, while a lower percentage (14.5%) received psychological or emotional counseling in the past year. 8.7% of youth 15–24 reported they were currently smokers, while 14.7% of teens admitted they had tried illegal drugs, and 19.1% of teens admitted they had tried an alcoholic drink.

### **Priority Health Needs**

While the health needs within the CHLA service area are varied and complex, stakeholders had an opportunity to prioritize the health needs identified through the primary and secondary data – the list below reflects their collective ranking:

- Mental health
- Community safety (including violence among youth)
- Preventative health care
- Oral health care
- Awareness of available health/social services
- Access to health care (including a lack of health education)
- Early childhood development
- Housing
- Youth at-risk behaviors
- Healthy behaviors (including nutrition and physical activity)
- Overweight and obesity

**Source: 2016 CHLA Community Health Needs Assessment**

## 2016 - 2018 Community Health Needs Assessment Strategies

As part of the CHNA, health and social needs were identified through an examination of primary and secondary data and then prioritized through a structured process using defined criteria. Included in this process were the hospital's Community Benefit Advisory Committee and community leaders and representatives. The findings of this process were utilized by the hospital's Community Benefit Management to guide the development of the hospital's 2016 - 2018 Community Benefit goals and Initiatives into four broad priority areas.

### Priority Areas

- Access to Care
- Health Promotion and Prevention
- Health and Wellness
- Economic Development

Children's Hospital Los Angeles strives to accomplish our objectives through our 2016 - 2018 Community Health Needs Assessment Strategies:

- Increase access to health care resources and information to children, youth and families in the community.
  - Conduct community education and outreach regarding federal, state, and local health access programs.
  - Carry out advocacy efforts that focus on children's health initiatives, including access to pediatric care and preventive services.
  - Expand access to healthcare resources and information regarding mental health, oral health care, early childhood development, and transition and transfer of care.
- Raise awareness of pediatric health and related safety and social issues in the community.
  - Promote healthy behaviors and prevention of disease through outreach and education at local schools, community events, and expositions.
  - Enhance knowledge and skills of parents, children, youth, and community service providers regarding child health and safety issues.
  - Partner with community organizations to coordinate child health and safety campaigns.
- Have an impact on overall health and wellness of children and youth in our community.

- Collaborate with community clinics to promote pediatric health and wellness and make available information and resources to providers who care for families in underserved areas.
- Collaborate with local community based organizations to work on initiatives that design and inform the development of interventions that address health inequities, particularly in underserved communities.
- Expand economic opportunities for youth, young adults and families in our community.
  - Advance current hospital efforts to expand internships, mentorship and work experience opportunities.
  - Collaborate with community and civic stakeholders to maximize economic opportunity strategies that address health disparities and the social determinants of health.

### **Needs not Addressed by the Implementation Strategy**

The Community Benefit Implementation Strategy adopted by Children’s Hospital Los Angeles actively addresses the health and social needs that were identified in the CHNA as “Priority Areas.” It was determined that certain other health and social needs that were identified are being addressed by other local and regional community organizations. Considering existing community resources, CHLA has selected those health and social needs that can most effectively be addressed.

## Key Definitions

<p>Medical Care Services for Vulnerable Populations</p>	<p>Activities include direct medical care for special populations of children and youth (including medically underserved, children with special health care needs, chronically ill, neuro-developmentally disabled, at-risk youth, etc.); charitable care, unreimbursed cost of providing services to beneficiaries of public programs, health clinics and other community based sites.</p>
<p>Other Benefits for Vulnerable Populations</p>	<p>Activities include programs for specific populations of children and their families, including support groups, special camps, at-risk youth programs, social services, child development, mental health, therapeutic arts, parent education, nutrition counseling, school reintegration, donations to families.</p>
<p>Benefits for the Broader Community</p>	<p>Activities include hospital supported staff involvement in community education and other services; supporting the activities of community based organizations serving vulnerable populations through technical assistance, financial, or in-kind services; use of hospital facilities for the community, space for other agency programs and donations of equipment.</p>
<p>Health Research, Education, and Training</p>	<p>Activities include improving the health and well-being of communities by educating and training pediatricians and other health providers; providing Graduate Medical Education, Continuing Medical Education nursing and allied health continuing education and community education; conducting medical and scientific research and applying benefits to communities.</p>
<p>Non-Quantifiable Benefits</p>	<p>Activities include supporting the community by providing leadership and child health advocacy for all children, as well as special populations of children; knowledge and expertise applied in local planning efforts, supporting activities of other agencies in their events, campaigns, and grant applications; functioning as a good neighbor to surrounding community through; hosting public hearings, policy forums, and child health advocacy events.</p>

## Community Benefits

Children’s Hospital Los Angeles is dedicated to making a difference in the lives of children, adolescents and their families by integrating medical care, education and research to provide the highest quality care and service to our diverse community.

### Hospital Key Statistics – 2018

• Number of licensed beds.....	495
• Discharges.....	17,081
• Patient days.....	115,106
• Average length of stay (days).....	6.5
• Outpatient visits.....	556,706
○ Emergency Department visits.....	94,809
○ Outpatient surgeries.....	9,799
○ Main campus visits.....	205,152
○ Mental health visits.....	57,981
○ CHLA Outpatient Center visits.....	24,583
○ Other visits (imaging, lab, etc.).....	63,933
○ CHLA Medical Group off-site location visits.....	8,090
○ AltaMed visits .....	92,359
• Traumas treated <sup>1</sup> .....	487
• Medical transports.....	2,453
• Surgeries.....	17,150
• Active medical staff.....	854
• Employees.....	6,051
• Total National Institutes of Health funding.....	\$22.6 million
• Total research funding.....	\$98 million

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<sup>1</sup> L.A. County changed criteria for placing patients in the county’s trauma registry, affecting what the hospital can report as traumas treated.

## Community Services and Programs

In addition, Children's Hospital Los Angeles offers many community services and programs in response to the needs of children, youth and families.

As a pediatric hospital, our focus is on children and youth. However, recognizing that families and communities are the primary context for children, programs and services aim to be family centered and community based.

CHLA provides community benefit services in the following SB 697 categories:

- Medical care services
- Other benefits for vulnerable populations
- Other benefits for the broader community
- Health research, education and training programs
- Other non-quantifiable benefits

Selected highlights of community services and programs include:

### “Stop the Bleed”

“Stop the Bleed” is a national community education initiative designed to provide bystanders with the tools and knowledge to stop life-threatening. Uncontrolled bleeding can result from man-made and natural disasters (e.g., active shooters, bombings, train derailments, earthquakes: and from everyday occurring emergencies (e.g., vehicle crashes, glass window accidents, power tool accidents).

To date, the CHLA Trauma Program has trained over 425 CHLA staff members and 2500 community members including two school district staff members and 100 high school students (9th-12th grade) at Immaculate Heart High School.

### Project Heal

Project Heal is community-based program provides comprehensive services to address the many mental health needs of child abuse victims, including those with developmental disabilities by the multidisciplinary team of CHLA's Audrey Hepburn CARES Center and serves over 300 families per year. Trained bilingual practitioners also provide a variety of services and treatment programs to the victim and their family. Services include individual and family therapy, child therapy groups, parent support groups, psychological testing, psychiatric services, school consultation and community outreach & referrals.

## **CHLA Salud**

CHLA Salud is a Community Health Worker/Promotor(a)s (CHW/Ps) Program - CHW/Ps have been identified as an intricate part of the community. CHW/Ps are recognized by the U.S. Department of Labor and the American Public Health Association as linguistically and culturally competent, trained, and sometimes certified, medical personnel that work within their own community to outreach and build bridges between community members and healthcare professionals.

CHLA Salud, provided opportunities to foster training and develop skills for CHW/Ps in our service area. CHLA Salud CHW/Ps receive specialized pediatric training regarding illness prevention and health promotion. CHW/Ps conduct community outreach and education throughout the Los Angeles County region, particularly in underserved communities and communities of color. This year, a training curriculum was developed to address the complex needs of patients and families in the Emergency Department setting.

## **CHLA Community Health Outreach Network**

Children's Hospital Los Angeles's Office of Community Affairs reached over 10,000 individuals including children and teens to promote healthy behaviors and providing information and referrals to assist in identifying available health coverage through outreach campaigns at more than 60 community events, including information kiosks, health fairs, community events, and school presentations.

## **BodyWorks Program**

The BodyWorks program was developed to prevent childhood obesity, and important health concerns noted among pediatricians in the AltaMed General Pediatrics Clinic at CHLA. To address the gap in services among the underserved, AltaMed and CHLA's Division of General Pediatrics collaborated to make this program possible. The program uses an interdisciplinary approach to teach children, parents and families how to make healthy food choices and how to engage in healthy activities together. BodyWorks is a comprehensive family-centered, child-driven program that focuses on the experience of becoming healthier as a community. The clinical facilitators, including registered dietitians and occupational therapists, teach leadership development to children and parents, promote empowerment and engage in skill-building activities. Children and their families participate in weekly sessions for a total of seven weeks. The curriculum is designed to provide children and families with hands-on activities that support learning, practice and mastery of skills.

## Careers in Health and Mentorship Program (CHAMP)

Careers in Health and Mentorship Program (CHAMP) – CHLA’s CHAMP provides underrepresented adults from the Los Angeles community the opportunity to participate in a series of comprehensive job readiness, leadership development workshops and internships. Over 200 young adults living within the Los Angeles community have been provided the opportunity to strengthen their career pathways by gaining unique work experiences and mentorship by our hospital’s leaders that are affiliated with non-clinical systems.

The students applying came from various educational institutions including trade techs, community colleges, universities (undergraduate and graduate), and private professional organizations, many from underserved areas in Los Angeles County and across the country. Champers are paired with departments across the organization that have included areas such as Ambulatory Operations, Foundation, IT, Research, Facilities, Academic Affairs, etc. Approximately 50% have been offered a position, in a healthcare setting including but not limited to CHLA, Cedars Sinai, the UCLA health system, the Kaiser System, and USC and more than 75% of the students went on to continue to pursue higher education including programs for degrees such as Masters in Business Administration (MBA), Masters in Public Health (MPH), Masters in Health Administration (MHA), to name a few.

## The Saban Research Institute

Children’s Hospital Los Angeles is home to The Saban Research Institute, which comprises the basic, translational and clinical research of CHLA — one of the few freestanding pediatric hospitals where scientific inquiry is combined with clinical care devoted exclusively to children. It is among the top 10 in the national children’s hospitals in procuring National Institute of Health (NIH) grant funding.

## Clinical Trials

With more than 200 active clinical trials each year, and home to three national research consortiums in childhood cancer, CHLA is making significant strides in combating cancer, brain disorders, and other devastating pediatric health conditions. CHLA offers leading-edge care, informed by ongoing clinical research that brings the latest medical discoveries to our patients’ bedsides. Efforts are continuously made in order to inform patients, families and the community about availability of clinical trials.



## **Samuels Family Latino and African American High School Internship Program (LA-HIP)**

The overall goal of the Samuels Family LA-HIP is to provide Latino and African-American public high school students that have a genuine interest in Science, Technology, Engineering and Math (STEM) with the opportunity to learn hands-on

laboratory-based research and to support them in their quest to become scientists or physician scientists. LA-HIP was founded 13 years ago and has trained 170 high school students from the Los Angeles area. LA-HIP is a comprehensive yearlong internship program that combines biomedical research with college readiness workshops, academic enhancement and SAT preparatory curriculum.

## **Community, Health Outcomes and Intervention Research (CHOIR) Program**

The CHOIR Program of The Saban Research Institute works to promote health and improve healthcare for children, youth and families. Program members are a diverse group of faculty from throughout Children's Hospital Los Angeles, including community and clinical researchers, behavioral health experts, and neuroscientists focused on improving the lives of children.

CHOIR engages these researchers by providing a range of support services and research tools that help enhance and promote their work within the community.

### **Support Services**

- Community engagement consultations
- Creating & distributing outreach materials
- Facilitating access to community populations and partnerships
- Research cohort recruitment, tracking & retention
- Survey and focus group tool development
- Training & capacity building for culturally competent research
- Career development support for early career researchers

### **Research Strategies**

- Community-engaged research
- Developing community-based interventions
- Establishing community advisory boards
- Evaluating clinical services for children
- Examining health policy for children
- Formative and qualitative research
- Health promotion and education
- Health services research

## Our Community Benefit Investment Fiscal Year 2018

Unreimbursed Costs for Medical Services of Government-Sponsored Programs<sup>2</sup>:  
\$244.7million

Charity Care: \$1million

Subsidized Health Services: \$4.1 million

Research Activities: \$36.3 million

Health Professions Education: \$22.4 million

Community Health Improvement Services and Other Community Benefits: \$7.7 million

Grand Total<sup>3</sup>: \$316.2 million

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<sup>2</sup> The Medi-Cal program partially offsets these losses through the Disproportionate Share Hospital Program, designed to support “safety net” hospitals, such as Children’s Hospital Los Angeles. The Hospital received \$48.3 million in Disproportionate Share Hospital Funding in FY 2018.

<sup>3</sup> In January 2010, the state of California enacted legislation that provides for supplemental payments to certain hospitals funded by a quality assurance fee paid by participating hospitals as well as matching federal funds (the “Hospital Fee Program”). Supplemental payments and fees related to the Hospital Fee Program produced a net benefit of \$326 million to Children’s Hospital Los Angeles in the fiscal year ended June 30, 2018.

## Appendix I - Community Partners – Partial listing

Children's Hospital Los Angeles collaborates with numerous community programs, civic leaders, health care organizations and hundreds of other organizations and associations, many of which are listed below:

- 211 Info Line
- American Cancer Society
- Armenian American Chamber of Commerce
- Asian Pacific Health Care Venture
- Bill Cruz Early Education Program
- California Highway Patrol
- Children's Bureau of Southern California
- City of Los Angeles Department of Recreation and Parks
- Community Redevelopment Agency
- Consulado General de Mexico in Los Angeles
- East Hollywood Neighborhood Council
- Family Voices
- Glendale Community College
- Great Beginnings for Black Babies
- Hollywood Homeless Youth Partnership
- Jewish Family Service of Los Angeles
- Local legislative offices, universities, faith-based organizations and neighborhood councils
- Local YMCAs
- Los Angeles Access to Health Coverage Coalition
- Los Angeles City College
- Los Angeles City Council Districts
- Los Angeles County Department of Children and Family Services
- Los Angeles County Department of Health Services
- Los Angeles County Department of Mental Health
- Los Angeles County Emergency Medical Services Agency
- Los Angeles County Poison Prevention
- Los Angeles Fire Department
- Los Angeles Police Department
- Los Angeles Unified School District
- Los Angeles Urban League Head Start State Preschool
- March of Dimes
- Maternal Child Health Access
- Mexican American Opportunity Foundation
- New Economics for Women
- Office of Los Angeles Mayor Eric Garcetti
- Para Los Niños
- Queen Anne Place Ready for School Center
- SafetyBeltSafe U.S.A.
- South Central Family Health Center
- South Central Prevention Coalition
- State of California Kids Plates Program
- Thai Community Development Center
- United American Indian Involvement

## Appendix II – Financial Assistance

### FINANCIAL ASSISTANCE WITH HOSPITAL BILLS

#### What Kinds of Financial Assistance Does CHLA Offer?

Children’s Hospital Los Angeles (CHLA) offers two types of Financial Assistance that may be able to help you if you cannot afford to pay the full amount of your hospital bill because you either don’t have health insurance or your family has high medical expenses. These two types of Financial Assistance, Charity Care and Discounted Care, are explained in more detail in CHLA’s Financial Assistance Policy (ADM 043.0, available at your request as a print out, or on the CHLA website at <http://www.chla.org>.

If you qualify for Charity Care, CHLA will waive the full amount of your hospital bill for emergency or medically necessary services. If you qualify for Discounted Care, CHLA will offer you a discount on your hospital bill for such services. Whichever program you qualify for, as a patient eligible for Financial Assistance, you will not be charged more than the “Amounts Generally Billed” to patients with insurance for emergency or other medically necessary hospital services.

Please note that Financial Assistance offered by CHLA only applies to hospital bills, not bills from physicians who see patients at CHLA. Please contact Pediatric Management Group customer service directly at (323) 361-2336 about any financial assistance they may offer for their services

#### Am I Eligible for Financial Assistance From CHLA?

If you are uninsured and/or have high medical expenses, you may qualify for Charity Care if your family income is at or below 350% of the Federal Poverty Level<sup>1</sup>. Likewise, you may qualify for Discounted Care if your family income is above 350%, but at or below 400% of the Federal Poverty Level.

In order to receive Charity Care or Discounted Care, you must submit an application to CHLA. Once CHLA receives your completed application, CHLA will determine whether you are eligible and notify you in writing within 30 days.

#### Where Can I Get a Copy of the Application?

Free printed copies of CHLA’s Financial Assistance application, Financial Assistance Policy, and this summary are available upon request, in the Admitting area located near the main entrance to the hospital, in the Emergency Room registration area, and in other areas in the hospital. These materials are also available on CHLA’s website at <http://www.chla.org>. You can also request that a free copy be mailed to you by calling Patient Business Services at (800) 404-6627.

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<sup>1</sup> The Federal Poverty Level is updated annually by the federal government and is available on publically-accessible government websites.

### **How Do I Apply?**

You or your representative can apply for Financial Assistance by submitting a completed application (including all required documentation specified in the application) to CHLA's Patient Business Services office in any of the following ways:

- by mail or in person to:           Patient Business Services  
  Mailstop 109  
  Children's Hospital Los Angeles  
  4650 Sunset Boulevard  
  Los Angeles, CA 90027
- email:                                    nconstant@chla.usc.edu

CHLA staff cannot assist with completing the Financial Assistance application, but you can get help with the application from the Health Consumer Center of Los Angeles. This nonprofit organization is located at 13327 Van Nuys Boulevard, Pacoima, CA 91331 and its phone number is (800) 896-3203.

### **Is the Application Available in Languages Other Than English?**

Translations of the Financial Assistance Policy, this summary, and the application form are available in Spanish, Chinese, Korean, Vietnamese, and Arabic. If you would like an interpreter to help you in a different language, please ask a CHLA staff member for assistance.

### **Where Can I Get More Information?**

If you would like more information about CHLA's Financial Assistance Policy, please contact the Patient Business Services office by calling (800) 404-6627 or visiting Patient Business Services.