



TORRANCE MEMORIAL
MEDICAL CENTER

Financial Assistance/Charity Care Information Sheet

Helping Those Who Need It - We realize that hospital care can be expensive. To help meet the needs of low-income, uninsured, and underinsured patients, Torrance Memorial has a financial assistance program for full charity or partial charity care to assist with payments.

Eligibility - Eligibility for financial assistance is based on an evaluation of income and expense information. Monetary assets may be considered as well. Patients must meet eligibility requirements and complete an application to qualify.

Income Qualification Levels:

- **Full Charity Qualifications** - For patients whose family income is less than twice (200%) the Federal Poverty Level, their entire bill may be written off.
- **Partial Charity Qualifications** - For patients whose family income is from 201%-450% of the Federal Poverty Level, the patient liability will be no more than what Medicare would typically pay.

Note: Individuals eligible under Torrance Memorial's financial assistance policy will not be billed more than Medicare would typically pay.

Financial Assistance Program Application - There are three ways to obtain a financial assistance application:

- In Person- A financial assistance application may be provided to you in the Main Admitting Department, Emergency Department or in the Patient Financial Service Department.
- By Mail - To obtain a free copy of the financial assistance policy and/or the financial assistance application by mail, call 310 517-4765.
- Download- You may also download a financial assistance application from our website at <http://www.torrancememorial.org/financialassistance>

Who Can Help or Answer Questions? For additional information or assistance completing or qualifying for Torrance Memorial's financial assistance program, please call our financial counselor at 310 517-4765.

How Do I Submit My Application? You may submit your financial assistance application in person, or by mail. Our Patient Financial Service Department is located at:

**Torrance Memorial Medical Center
Patient Financial Services Department
3330 Lomita Boulevard, Torrance, CA 90505**

Business Hours: Mon-Fri 8 a.m. – 4:30 p.m. except holidays.

Government Assistance Program - For information on government assistance program, please call Medi-Cal or Healthy Families at 800 880-5305.

All Torrance Memorial Medical Center Financial Assistance information is available and translated in the following languages: English, Spanish, Korean, Japanese, Vietnamese, Tagalog and Chinese