

96051.11 Website Requirements

(a)

Notice requirements on the hospital's internet website pursuant to Health and Safety Code section 127410(c)(5) shall comply with the following requirements:

(1) Hospitals shall maintain an internet webpage titled "Help Paying Your Bill," including, but not limited to, the following information on discount payment and charity care: (A) Eligibility requirements. (B) Instructions on how to apply. (C) Link to the discount payment and charity care policies and application(s). (D) Office where the patient may go for more information. (2) The "Help Paying Your Bill" webpage shall be accessible through a link called "Help Paying Your Bill" that is prominently displayed on the hospital's website in all the following locations: (A) Hospital website's footer. (B) On any webpage where the patient may find information about paying a bill. (C) In the hospital website's header or within one click on the hospital's drop-down menu from the hospital website's header. (3) Within the hospital website's header and footer, the "Help Paying Your Bill" link shall be consistent with other text sizing, or larger, in the header and footer. If the link appears elsewhere on the hospital's website, such as on a webpage where the patient may find information about paying a bill, the "Help Paying Your Bill" link shall be in a sans serif font that is at least 12-point size and distinguished from other text on the webpage (bolded/underlined). (4) All "Help Paying Your Bill" links shall be reasonably designed to be noticeable to average patients using the

hospital's website. (5) The "Help Paying Your Bill" webpage shall also include information on the Hospital Bill Complaint Program, including the following statement: Hospital Bill Complaint Program The Hospital Bill Complaint Program is a state program, which reviews hospital decisions about whether you qualify for help paying your hospital bill. If you believe you were wrongly denied financial assistance, you may file a complaint with the Hospital Bill Complaint Program. Go to HospitalBillComplaintProgram.hcai.ca.gov for more information and to file a complaint.

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(B)

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(C)

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(D)

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