

Help Paying Your Bill

Financial Assistance Program for Uninsured or Underinsured Patients

St Rose Hospital offers financial counseling and assistance to meet the changing financial situations and challenges of our patients. Available resources include discounts, charity care, monthly payment plans and many other financial programs.

How to Apply

St Rose Hospital will provide financial assistance to patients that may not have sufficient financial resources to pay for services. Please view our Plain Language Summary on our hospital website in [English](#) or [Spanish](#) for additional information.

To view our **Financial Assistance Policy**, please click here [click here](#). For more information, you can inquire with the Patient Advocate at the hospital 510-780-4342 or by calling the business office directly at 510-264-4016. You can also download the financial assistance application in [English](#) or [Spanish](#) from our website at www.strosehospital.org/financial-assistance.

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.

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.

Questions

If you need assistance or have any questions, you can contact the business office directly at [510-264-4016](tel:510-264-4016).

How to Obtain Notice in an Accessible Alternative Format or in another Language

If you need help in your language, please call 510-780-4342 or visit our Patient Advocate located in the main admitting office on the 1st floor of St Rose Hospital..

Office hours are Monday through Friday 9:00am to 5:00pm.

Hospital address 27200 Calaroga Ave Hayward, CA 94545