



## HOSPITAL BILL COMPLAINT PROGRAM

The patient or patient's authorized representative may file a complaint through the Department's Hospital Bill Complaint Program online patient complaint portal by visiting the Department's website at <http://www.HospitalBillComplaintProgram.hcai.ca.gov>, or by mail to the Department of Health Care Access and Information, Hospital Bill Complaint Program, located at:  
2020 West El Camino Avenue, Suite 1101 Sacramento, California 95833.

## HELP PAY YOUR BILL

There are free consumer advocacy organizations that will help you understand the billing and payment process. Call the Health Consumer Alliance at (888) 804-3536 or to <http://www.healthconsumer.org> for more information.

## CONTACT FOR INFORMATION AND ASSISTANCE

Get additional information from Southern Inyo Hospital Patient Financial Services Department, Monday through Friday 8 AM to 4:30 PM., by:

- Calling (760) 876 – 5501
- Emailing [kgarcia@sihd.org](mailto:kgarcia@sihd.org)
- Visiting the Patient Financial Services Department at  
501 E. Locust St, Lone Pine, CA 93545

*Pursuing healthcare excellence every day with a compassionate heart!!*