

HOW TO GET NO-COST OR LOW-COST MEDICAL CARE AT COUNTY COMPREHENSIVE HEALTH CENTERS (CHC)/ HEALTH CENTERS (HC) AND MULTI-SERVICE AMBULATORY CARE CENTERS (MACC)

YOU CAN GET NEEDED MEDICAL CARE, AT NO-COST OR AT LOW-COST under one of the No-Cost or Low-Cost programs listed below.

You do not need to pay in advance, and you must be unable to pay the full cost of your medical care. You must have charges which Medi-Cal, Medicare, private insurance or other medical benefits won't cover.

You must be a Los Angeles County resident and provide acceptable proof of address under these programs.

OUTPATIENT REDUCED-COST SIMPLIFIED APPLICATION

(ORSA): ORSA will help you pay for outpatient medical care at County hospitals, Comprehensive Health Centers, Health Centers and Multi-Service Ambulatory Care Centers, including emergency room visits, clinic visits, tests and medicines.

WHO IS ELIGIBLE FOR ORSA? If you have low income and do not have health insurance or a program that pays for outpatient medical care, you may be eligible for ORSA. You must be a Los Angeles County resident and provide acceptable proof of address to receive ORSA.

If you appear to be eligible for Medi-Cal, you must complete the Medi-Cal application and cooperate in the application process before you are able to apply for ORSA. If you appear to be eligible for Medi-Cal but do not want to apply, you will not be able to apply for ORSA. However, you may use the Pre-Payment Plan (See next column).

Under ORSA you can get care at no cost if you now get General Relief or if, after income deductions, your monthly income is at or below 133 1/3 % of the Federal Poverty Level (FPL) which, in 2008, is equal to \$1,156 per month for a family of one. If your income is higher, you may be able to receive lower cost care.

HOW TO APPLY FOR ORSA: Ask any County hospital or clinic financial staff about ORSA. Most people will only have to provide information about family size, income and some of your expenses.

You will have to sign a form stating that the information is true. When you apply, you will not have to prove your income or expenses but you will need to document that you live in Los Angeles County.

A random number of patients using ORSA will be asked later for papers that prove some or all of their income and expenses. Also, as part of this process a credit check may be done. If we ask you within 6 months of the time you apply to show proof of the information on your ORSA application you must provide it. If you do not provide proof when we ask for it, you may have to pay for the full cost of your outpatient medical care.

Your ORSA is good for one (1) year. At the end of one (1) year, you will have to renew.

You can apply for ORSA within one (1) year of the time you receive outpatient medical care. If it has been longer than

one year since you received care and you still have a bill that has not been paid, you should ask clinic financial staff to apply for Ability-To-Pay (ATP) to cover that bill. There are exceptions to the one-year rule if you are applying for ORSA because your Medi-Cal was denied.

After your application is approved, you will get a copy of your ORSA agreement. You need to bring this agreement with you every time you come for outpatient medical care at a County hospital based clinic or any other County clinic. You also need to bring your clinic card with you.

US Citizenship and Immigration Services (USCIS) will not consider you a public charge if you are eligible for ORSA.

WHAT ORSA COVERS: ORSA covers outpatient medical care, tests, and medicines at no-cost or low-cost at the locations listed on the other side of this page. You cannot use ORSA for inpatient medical care.

IF YOU DISAGREE WITH YOUR ORSA AMOUNT: There is an appeals process. That process begins with you completing and returning the Appeals Section of the Determination form within 10 days of the determination.

PRE-PAYMENT PLAN: This plan can only be used for outpatient care at County hospitals, Comprehensive Health Centers, Health Centers and Multi-Service Ambulatory Care Centers. If you pay within seven days of choosing Pre-Payment, you do not have to prove your income or family size. This plan does not cover medications. For each outpatient visit you pay:

\$60 at Health Centers or at Comprehensive Health Centers except Urgent Care Center visits.	<i>(\$60 for prenatal services for first seven visits, remaining prenatal visits at no charge.)</i>
\$80 at County Hospital Outpatient Clinics and Multi-Service Ambulatory Care Centers, except Emergency Room visits.	\$80 at Comprehensive Health Center's Urgent Care Center.
	\$120 at County Hospital Emergency Rooms.
	\$400 at Outpatient Surgery Clinics.

KIDNEY DIALYSIS, TUBERCULOSIS AND POST-POLIO

PLANS: Special low-cost plans cover these services. Apply for them at the outpatient clinic where the treatment is given.

NO EXTRA COST MEDICINES: All outpatient clinic patients can get medicines at no extra cost for emergency and public health services. In other cases, medication is included in ORSA payment amounts, but not in the Pre-Payment Plan.

Please ask a financial worker to explain your payment choices and the rules for the different programs. They will be glad to help you.

WHERE TO APPLY: OUTPATIENT REDUCED-COST SIMPLIFIED APPLICATION (ORSA)**County Hospitals Outpatient**

Harbor/UCLA Medical Center Patient Financial Services 1000 West Carson St. Bldg. 3-South Torrance 90509 (310) 222-3012	LAC+USC Medical Center 1100 N. State St., Clinic Tower – Billing Inquiry 1st Floor Los Angeles 90033 (323) 226-6361	Olive View/UCLA Medical Center 14445 Olive View Dr. 2nd Floor, Room 2D142 Sylmar 91342 (818) 364-4587	Rancho Los Amigos National Rehabilitation Center 7601 E. Imperial Hwy. Bldg. 602 Downey 90242 (562) 401-7320
---	--	--	---

Multi-Service Ambulatory Care Centers, Comprehensive Health Centers & Health Centers

Antelope Valley Health Center 335-B E. Ave. K-6 Lancaster 93535 (661) 723-4511	Glendale Health Center 501 N. Glendale Ave. Glendale 91206 (818) 500-5785	Lake Los Angeles Clinic 16921 E. Avenue 0, Space G Lake Los Angeles 93535 (661) 945-8442	Mid Valley Comp. Health Center 7515 Van Nuys Blvd. Van Nuys 91405 (818) 947-4000
Bellflower Health Center 10005 E. Flower St. Bellflower 90706 (562) 804-8112	H. C. Hudson Comp. Health Center 2829 South Grand Ave. Los Angeles 90007 (213) 744-3689 (213) 744-3821 (after 5:00 p.m.)	La Puente Health Center 15930 Central Ave. La Puente 91744 (626) 855-5300	San Fernando Health Center 1212 Pico St. San Fernando 91340 (818) 837-6969
Dollarhide Health Center 1108 N. Oleander Compton 90220 (310) 763-2244	H.H. Humphrey Comp. Health Center 5850 So. Main St. Los Angeles 90003 (323) 846-4287	Little Rock Community Clinic 8201 Pearblossom Hwy. Little Rock 93543 (661) 945-8381	South Valley Health Center 38350 40th St. East Palmdale 93550 (661) 272-5050
El Monte Comp. Health Center 10953 Ramona Boulevard El Monte 91731 (626) 579-8412	Harbor/UCLA Family Health Center 1403 West Lomita Blvd., 2nd Floor Harbor City, 90710 (310) 534-7600	Long Beach Comp. Health Center 1333 Chestnut Ave. Long Beach 90813 (562) 599-2153	Wilmington Health Center 1325 Broad Ave. Wilmington 90744 (310) 518-8800
E. R. Roybal Comp. Health Center 245 So. Fetterly Ave. Los Angeles 90022 (323) 780-2340	High Desert Multi-Service Ambulatory Care Center 44900 North 60th St. West Lancaster 93536 (661) 945-8440	Martin Luther King, Jr. Multi-Service Ambulatory Care Center 12021 So. Wilmington Ave. Los Angeles 90059 (310) 668-3564	

1 (800) 378-9919 TOLL FREE INFORMATION LINE