We’ve listed answers to frequently asked questions about our statement and electronic services below. Please click on a topic for more information:

Frequently Asked Questions (FAQs) about your UCLA Health Statement

• General Information
  o Why am I being charged a facility fee?
  o Why am I receiving a bill?
  o How do I get an itemized bill?
  o Can I pay my bill with a credit card?
  o What do I do if I can’t pay my bill?

• Notice of Availability of Financial Assistance
• Your Rights and Responsibilities
• Automated Account Information

Frequently Asked Questions (FAQs) about the UCLA Health Patient Dashboard

  o Online Documents
    ▪ What is the Patient Dashboard?
    ▪ More about the information found on your dashboard.
    ▪ If I update my profile online, will my medical record registration also be updated?
    ▪ What’s the easiest way for me to pay my account balance?

  o Online Payments
    ▪ The balance due on my statement doesn’t seem to be right. What should I do?
    ▪ When will my payment appear on my UCLA Health account?
    ▪ Is it safe to pay statements online using your service? Can my personal information be seen by others?
    ▪ What if I decide not to pay a statement online anymore?
    ▪ What kind of access do you have to my credit card account?
    ▪ Is there a charge to pay my statement online?

  o Technical Issues
    ▪ What information do I need to set up an account?
    ▪ Help! I’m having trouble creating an account. What should I do?
    ▪ I forgot my password. What do I do?
    ▪ What if my e-mail address or other personal information has changed?
    ▪ Which browsers do you support?
    ▪ Do you use cookies

If you need more information or an answer to a question not covered here, please contact:
Hospital Billing Customer Service by calling (310) 825-8021
between the hours of 7:30 a.m. and 4:00 p.m. weekdays, excluding holidays.

Physician Billing Customer Service by calling (310) 301-8860
between the hours of 7:00 a.m. and 7:00 p.m. weekdays, excluding holidays.

Bruin University Reference Laboratory Customer Service by calling (310) 825-8021
between the hours of 7:30 a.m. and 4:00 p.m. weekdays, excluding holidays.

Updated April 2016
ANSWERS TO FAQs REGARDING YOUR UCLA HEALTH STATEMENT

General Billing Information

Why am I being charged a facility fee?
A facility fee is for the use of our hospital based clinics and any ancillary services.
UCLA Health HOSPITAL statements include (not a complete list):
- Clinical and Ancillary Services
- Laboratory Tests
- Pathology Tests (biopsies)
- Inpatient Admissions
- Emergency Room Services

Physicians bill separately for their charges.
UCLA Health PHYSICIAN SERVICES statements include (not a complete list):
- Doctor Visits
- Injections/Vaccines administered in your Doctor's office
- Tests or procedures performed in your Doctor's office
- X-rays
- Spirometry
- Ear Lavage
- Pregnancy Test
- Other

Bruin University Reference Laboratory services include (not a complete list):
- Laboratory tests
- Laboratory observation

Why am I receiving a bill?
- We have received an insurance payment and they have determined your deductible and/or co-payments are your responsibility.
- If your health plan is Medi-Cal, HMO or Worker Compensation, you should not receive a bill unless your claim is denied or your health plan identifies a patient responsibility.
- Upon receipt of a claim denial by your health plan, we will look to you for payment. A statement will be mailed to your address advising you of your liability. You should also receive an Explanation of Benefits (EOB) or a denial notification from your health plan.

How do I get an itemized bill?
- To receive an itemized bill for Hospital charges, you may request one through our Automated Voice Response Unit using Option 2. The bill will be mailed to you within one business day. Please click here for information regarding our Automated Voice Response Unit. If you experience a problem please contact our Hospital Billing, Customer Service Unit at (310) 825-8021.
- To receive an itemized bill for Physician services, please contact Physician Billing, Customer Service at (310) 301-8860.
- To receive an itemized bill for Bruin University Reference Laboratory services, please contact Customer Service at (310) 825-8021.
Can I pay my bill with a credit card?

**** You can pay your Hospital, Physician, and Bruin University Reference Laboratory bills online by clicking the “Pay Your Bill” link on your Patient Dashboard ****

- For Hospital charges, you can pay by phone by contacting the Patient Business Services Department, Customer Service at 310-825-8021 to speak with a representative. Please have your credit card and guarantor number available at the time of your call.
- For Physician charges, you can pay by phone by contacting Physician Billing, Customer Service at (310) 301-8860 to speak to a representative. Please have your credit card and guarantor number available at the time of your call.
- For Bruin University Reference Laboratory charges, you can pay by phone by contacting the Patient Business Services Department, Customer Service at 310-825-8021 to speak with a representative. Please have your credit card and guarantor number available at the time of your call.

What do I do if I can’t pay my bill?
We understand you may not be able to pay the entire balance. A reasonable payment arrangement must be made with one of our customer service representatives in order to hold your account from becoming delinquent.

For details and assistance please contact:
Hospital Billing Customer Service at (310) 825-8021
Physician Billing Customer Service at (310) 301-8860
Bruin University Reference Laboratory Customer Service at (310) 825-8021

NOTICE OF AVAILABILITY OF FINANCIAL ASSISTANCE

Patients who require assistance in meeting their financial obligations for services received at UCLA Health may apply for financial assistance. Financial assistance is based on the patient’s inability to pay. This requires completion of a Financial Assistance application and a screening process to determine eligibility.

For details and assistance please contact:
Hospital Billing Customer Service at (310) 825-8021
Physician Billing Customer Service at (310) 301-8860
Bruin University Reference Laboratory Customer Service at (310) 825-8021

Additionally, if you do not have health insurance coverage, you may be eligible for Medicare, Medi-Cal, California Children’s Services Program, or charity care. You may obtain information and applications regarding government-sponsored programs at the websites listed below or from UCLA Health.

Websites with information about government-sponsored programs:
Medicare (http://www.medicare.gov)
Medi-Cal (http://www.dhcs.ca.gov/services/medi-cal)
List of county Medi-Cal offices: (http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx)
California Children’s Services Program (http://www.dhcs.ca.gov/services/ccc)
California Children’s Services Program county offices: (http://www.dhcs.ca.gov/services/ccc/Pages/CountyOffices.aspx)

Cash Discounts
For uninsured patients, UCLA Health shall apply a discount to billed charges, which is comparable to some discounts that we provide to our contracted health plans. Please contact our Centralized Cash Pricing Department prior to services at (310) 794-1125.
YOUR RIGHTS AND RESPONSIBILITIES

- Notify us promptly of any changes in your health insurance plan(s).
- Be prepared to pay your co-payments and patient responsibilities at time of service.
- Respond in a timely manner. Although UCLA Healthcare will bill your insurance and actively follow up to ensure prompt and appropriate payment, we may look to you for assistance if your Health Plan does not pay the claim. We ask that you respond to requests from your Health Plan in a timely manner. Failure to comply with your Health Plan’s request may result in a partial or complete denial and then we may look to you for payment.
- Please contact our Customer Service Department if you have questions concerning your account. Credit card payments can also be made by telephone. Please have your credit card and account number available at the time of your call.
  Hospital Billing Customer Service at (310) 825-8021
  Physician Billing Customer Service at (310) 301-8860
  Bruin University Reference Laboratory Customer Service at (310) 825-8021
- Please be informed that if you do not pay your balance due by the due date, then collection activities may begin. By law, we are required to inform you that:
  1. State and federal law requires debt collectors to treat you fairly and prohibits debt collectors from making false statements or threats of violence, using obscene or profane language, and making improper communications with third parties, including your employer. Except under unusual circumstances, debt collectors may not contact you before 8:00 a.m. or after 9:00 p.m. In general, a debt collector may not give information about your debt to another person, other than your attorney or spouse. A debt collector may contact another person to confirm your location or to enforce a judgment. For more information about debt collection activities, you may contact the Federal Trade Commission by telephone at 1-877-FTC-HELP (1-877-382-4357) or online at www.ftc.gov.
  2. Non-profit credit counseling services may be available in your area.

FOR HOSPITAL ACCOUNTS ONLY-AUTOMATED ACCOUNT INFORMATION

Ronald Regan UCLA Medical Center (310) 825-8021
Santa Monica UCLA Medical Center and Orthopedic Hospital (310) 825-8325
Resnick Neuropsychiatric Hospital at UCLA (310) 825-8841

Please use our automated system to access account information.
- Check your account balance: Option 1
- Request a copy of Medical Records: Option 3
- Collection agency account: Option 4
This system is available 24 hours, 7 days a week.
Answers to FAQs REGARDING UCLA HEALTH PATIENT DASHBOARD

Online Documents

What is the Patient Dashboard?
Your Patient Dashboard displays your recent statements from all UCLA Health hospitals and physicians in one easily accessible location. From here you can view, print, download and pay your bills, and access important information about your account.

More about the information found on your dashboard.
Patient Dashboard’s statement balances may not be a current balance. Balances do not reflect payments or adjustments activity applied since your last statement date. This information will reflect on your next statement. If you need an updated balance please contact Customer Service at the following numbers:
UCLA Physician Billing: (310) 301-8869
Ronald Reagan UCLA Medical Center: (310) 825-8021
Santa Monica UCLA Medical Center and Orthopedic Hospital: (310) 825-8325
Resnick Neuropsychiatric Hospital at UCLA: (310) 825-8841
Bruin University Reference Laboratory: (310) 825-8021

If you cannot pay the full amount due or would like to pay more than your budget amount, please contact Customer Service at one of the above numbers to do so.
Online payments can also be made in any amount up to the full balance due. Please note partial payments made on-line does not constitute a payment arrangement unless established with a customer service representative.

If I update my profile online, will my Medical record registration also be updated?
No. Your user profile information, on this website, is separate from your medical record. Please contact Customer Service to update your medical record registration information, such as name, address, and insurance information.

What’s the easiest way for me to pay my statements?
Pay online: make your payment electronically via the Patient Dashboard. We accept all major credit cards.
Pay by check: mail a check or money order to the remit address on the bottom of your statement. Make sure to fill in the amount enclosed on the stub, and submit it with your payment.
Pay by phone: call our Customer Service department with your credit card information on hand.

Online Payments

The balance due on my statement doesn’t seem to be right. What should I do?
Online statement balances on the Patient Dashboard do not reflect payments or other account activity generated since your last statement date. If you need an updated balance please contact Customer Service at the following numbers:
UCLA Physician Billing: (310) 301-8869
Ronald Reagan UCLA Medical Center: (310) 825-8021
Santa Monica UCLA Medical Center and Orthopedic Hospital: (310) 825-8325
When will my payment appear on my UCLA Health account?
Your payment may take up to 2-3 business days to be applied to your account. Please print all online payment confirmations for your records. Your online statement balance will not be updated until your next statement date. If you need an updated balance please contact us at the numbers directly above.

Is it safe to pay statements online using your service? Can my personal information be seen by others?
We are committed to protecting your personal information. In addition, whenever you are viewing or paying statements, you are using a secure connection which fully protects your information. Data you provide cannot be viewed by anyone else on the web. We do not share your information with anyone else. Security is maintained by industry-standard SSL (secure socket layer) encryption and decryption technology. The SSL protocol is used to ensure that your information is sent directly to us, and that only we can decode it. You can do your part to protect your identity by ensuring you always log out of this system and close all browser windows – especially when using a public computer station, keeping your password private, and refraining from sending personal health information through e-mail.

What if I decide not to pay a statement online anymore?
You are not required to pay online. We offer this service free of charge for our patients’ convenience.

What kind of access do you have to my credit card account?
We ONLY have access to your account to make payments that you have authorized. We never access your payment account without your authorization and, as noted above, we never share information about your account balance.

Is there a charge to pay my statement online?
There is no charge to pay your statement online. This is a service we provide free of charge for you as a convenience.

Technical Issues
What information do I need to set up an account?
Before creating a new account, gather the following information:
- Your UCLA Health Guarantor Number
- Guarantor date of birth
- Guarantor full name exactly as it appears on the statement
- A valid e-mail address

Please see the account set-up screen for detailed instructions.

Help! I’m having trouble creating an account. What should I do?
If you have double-checked your information and still cannot create an account, please contact Customer Service.

I forgot my password. What do I do?
Click on the “Having issues logging in?” link, which is located on the login page. Follow the directions under Issue #3 to receive a temporary password. If you can’t remember your username, contact Customer Service.
What if my e-mail address has changed?
To change your e-mail address, log in with your current e-mail address and then click the My Account link from the top menu of the Dashboard, and select Edit My Profile. Update your information and then click on the Save button.

Which browsers do you support?
We support Internet Explorer (IE) version 7 or higher and FireFox version 3 and above because these versions support "strong" encryption. (Encryption allows us to encode your information so that no one else on the Internet can read it.)
You must be using 128 bit encryption, and it must be turned on in your browser. (See your browser’s online help for more information.)
JavaScript must be enabled in your browser. Normally, it’s turned on by default, although you can disable it. (See your browser’s online help for more information.)

We also support the industry standard browser display resolution of 1024 by 768 and higher. If you’re viewing this site and cannot view your documents, without having to use your horizontal scrollbar, you may want to check your resolution. To do this, please follow these simple instructions:
Right click on your desktop
Choose Properties
Select the Settings tab
Under Screen Resolution, move the sliding bar to 1024 by 768
Select Apply
Select OK

Do you use cookies?
While you are using our service, we need to store some information on your computer’s hard drive in the form of a cookie. (A cookie is a small file that a Web site puts on your hard drive so that it can retain information for later use.) For this reason, the cookie functionality must be enabled in your browser in order to use this web site. However, the cookie will never read information from your hard drive or copy information about other sites that you visit.