



VENTURA COUNTY
HEALTH CARE AGENCY

Setting the Standard in Health Care Excellence

Hospital Bill Complaint Program

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.

The Ventura County Health Care Agency (VCHCA) is committed to providing the highest quality healthcare and emergency services to members of our diverse community. Our mission is to provide excellent comprehensive, cost-effective, compassionate healthcare throughout Ventura County.

At VCHCA we strive in making health care available to everyone in our community, regardless of their ability to pay. We offer an easy to qualify for Sliding Fee Discount Program (SFDP) and Self-Pay Discount Program (SPDP) to eligible patients. The SFDP has 4 pay discount levels and the SPDP has six pay discount levels based on individual or family income. You can request financial assistance if you, or your household income is at or below 200% of the Federal Poverty Level (FPL). Payment plans are available for families with incomes above 200% of FPL.

We provide Bilingual and Interpretation Services.

Our commitment to value the diversity of all persons and to be respectful and inclusive of everyone is facilitated by engaging and educating our community, to improve the overall health of everyone in our county. We at Ventura County Health Care Agency look forward in serving you.

5851 Thille St. Ventura, California 93003 Tel: (805) 648-9553 Fax: (805) 677-5135 www.VCHCA.org