



VENTURA COUNTY
HEALTH CARE AGENCY

Setting the Standard in Health Care Excellence

Hospital Bill Complaint Program

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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 apply and qualify for Sliding Fee Discount Program (SFDP) for those receiving care at one of our Federally Qualified Health Care Centers (FQHC)s, with 4 discount levels. You can request financial assistance if you, or your household income is at or below 200% of the Federal Poverty Level (FPL)

We also offer a Self-Pay Discount Program (SPDP) to eligible patients receiving care at other locations. This Self-Pay Discount Program has six discount levels based on income, and a Charity Care Program that applies to self-pay patients or those insured with high deductibles or out-of-pocket amounts, and if approved, no payment is due from the patient. Flexible payment plans are also available for individuals and families.

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.

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