



# Financial Counseling Patient Access Services

**Healing humanity through  
science and compassion,  
one patient at a time.**



**Stanford**  
**HEALTH CARE**  
STANFORD MEDICINE



*Financial Counseling is part of the Patient Access Services team dedicated to serve as a resource to our patients in understanding the financial aspects of their care. Financial Counselors work with compassion and sensitivity to address any financial concerns surrounding a patient's medical needs.*

*The goal is to help patients focus on their overall health and well-being and less on their financial obligations.*

Everyone is eligible for financial counseling and advocacy. If you need assistance, Stanford Health Care Financial Counselors are here to help you every step of the way. Financial Counselors are dedicated to working with you and your family to:

- Explain insurance coverage, benefits and out-of-pocket expenses
- Provide an estimated cost for insured, under-insured and non-covered services
- Discuss payment options with patients experiencing financial hardship and assist with applying for financial assistance at Stanford Health Care
- Connect patients with appropriate resources to help identify and obtain coverage for government programs such as Medi-Cal, and including solutions for eligibility and third-party liability
- Collaborate with Case Management and Social Work to assist with financial inquiries and discharge planning

**Financial Counselors can be reached at 925-534-6457.**

**Monday – Friday from 8am – 5pm.**

**Financial Counseling:**

<https://valleycare.com/patients-and-visitors/financial-counseling.html>

**Financial Assistance and related policies:**

<https://valleycare.com/patients-and-visitors/financial-assistance.html>

**Health Consumer Alliance:**

<https://healthconsumer.org>

**Medi-Cal Presumptive Eligibility:**

Call Financial Counseling at (925) 534-6457

**Hospital's List of Shoppable Services:**

<https://stanfordhealthcare.org/for-patients-visitors/cost-estimator.html>

**Covered California:**

<https://valleycare.com/patients-and-visitors/health-insurance-plans/covered-california-and-individual-health-plans.html>  
or call (800) 300-1506



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