

Frequently Asked Questions: Billing

When is my bill due?

Payment is due when you receive your bill. If you are unable to pay the full amount, we can help you arrange a payment plan or offer our financial assistance program.

What does my insurance cover?

We will do our best to confirm your coverage with your insurance provider. Please direct any questions about your coverage to your insurance provider.

What if I don't agree with the charges on my bill?

Please call 714-509-8600 and let us know. We will do a thorough investigation of all charges to ensure they have been billed correctly.

Why is my bill so high?

We do our best to keep our costs as low as possible while accounting for the higher cost of providing highly specialized care for children. CHOC is a comprehensive pediatric healthcare system with a higher level of pediatric services not available at most facilities. Our physicians and staff have additional training and our equipment and technology is customized for pediatrics.

Why am I being charged a facility fee?

It is common for health systems to charge a facility fee at hospital-based offices. Some of CHOC's outpatient offices are considered hospital-based offices because they are located on our main hospital campus and use hospital-based services. Coverage of this fee varies by insurance. You may also see this fee on your bill if you have not met your deductible for the year.

If you have questions about this fee, please call us at 714-509-8600 or contact your insurance company for more information about your coverage.