

Hardship Waiver Instructions

In very specific situations, fees related to ambulance billing can be waived, contingent upon supporting financial documents and approval of the City Attorney. The following are instructions on how to complete the hardship waiver form.

1. Please complete the Declaration of Hardship Form by typing in your information, or print the form and write in your information.
2. On the form where indicated, enter the “patient’s name”.
3. In the body of the form, please state all of the reasons why you are unable to pay the fees that you owe the City of Long Beach. Please provide as many details as possible explaining why you cannot pay the amount owed, such as job loss, medical condition, or the like. Also, please indicate the amount that you can pay, if any.
4. At the bottom of the form where indicated, enter the “date” when the form was completed. Also, enter the name of the “city” where the form was completed.
5. Enter the “run number” in the space provided. The run number is located on the bill, under the patient name in the upper left hand side of the bill.
6. Please sign the declaration in the space provided. The signature may be that of the patient, guarantor, or parent or guardian of the patient. By signing this declaration, you are also authorizing employees of the City of Long Beach to request and review your credit history from credit reporting services.

Return the following documents to the City of Long Beach:

1. Completed Declaration of Hardship Form.
2. A copy of your last IRS W2 form (United States federal tax form issued by employers which contains employee earnings).
3. A copy of your most recent bank statement.

Please feel free to redact your social security number and/or bank account number from any documentation submitted and doing so will not adversely impact our consideration of your request.

Return required documents to the City by email to AmbulanceBilling@LongBeach.gov, or mail to the City of Long Beach, Attn: Ambulance Billing, P.O. Box 22600, Long Beach, CA 90801.

Should you have any questions, please contact us:

- Phone us at (562) 570-7600, select option #4,
- Email questions to AmbulanceBilling@LongBeach.gov, or
- Visit the Ambulance Billing Section in City Hall at 333 West Ocean Blvd., Lobby Level, Long Beach, California, Monday thru Friday, 7:30 a.m. to 4:30 p.m.