

# UW Medicine

## Financial Assistance Policy – Plain Language Summary

### Financial Assistance Offered

UW Medicine offers financial assistance, under its Financial Assistance Policy, to eligible patients unable to pay for emergency or other medically necessary care. Patients who choose UW Medicine benefit from our experience, expertise and the most advanced medical care available, all within one health system. “UW Medicine” includes Airlift Northwest, Harborview Medical Center (HMC), UW Medical Center (UWMC), Northwest Hospital & Medical Center (NWH), UW Physicians (UWP), UW Neighborhood Clinics (UWNC), and Valley Medical Center (VMC).

### Eligibility Requirements and Assistance Offered

Eligibility for financial assistance is based on multiple factors including the nature of the condition and care required, insurance coverage or other sources of payment, income, family size, assets, WA state residency and any special considerations the patient or physician would like to have considered.

Patients seeking financial assistance must comply with the Financial Assistance application process, including submitting one of the following documents, W-2 statement, current pay stubs, bank statements or last year’s income tax return as well as completing the application process for all available sources of assistance, including state subsidized care such as Medicaid.

### How to Apply for Assistance

The patient or any person involved in the care of the patient, including a family member or provider, can express financial concerns at any point. The patient or responsible party will then be encouraged to complete a financial assistance application. To qualify for financial assistance, an application can be submitted at any time prior to account receiving a court judgment.

Financial assistance is limited to medical care provided at a UW Medicine location by UW medical personnel. Expenses such as travel, food, lodging, and durable medical equipment are not covered under the Financial Assistance Policy. Prescriptions may be covered if obtained through UW Medicine and filled at a UW Medicine pharmacy (if available). UW Medicine will uphold the confidentiality and dignity of each patient. Any information submitted for consideration of financial assistance will be treated as protected health information under the Health Insurance Portability and Accountability Act (HIPAA).

### Where to Obtain Copies and Contact Information

UW Medicine Financial Assistance Policy, Financial Assistance Application, Plain Language Summary, and Billing & Collection Policies are available free of charge. These documents can be accessed on-line, by phone or in person. Documents are available online for downloading and printing at [www.uwmedicine.org/financialassistance](http://www.uwmedicine.org/financialassistance) or [www.valleymed.org/financialassistance](http://www.valleymed.org/financialassistance). You can request your copy by calling the location, listed below, where you are seeking care. Copies are also available at the Admissions and Emergency Departments of UW Medicine hospital locations.

Airlift Northwest (Airlift)  
Patient Financial Services  
6505 Perimeter Road S., Ste 200  
Seattle, WA 98108  
206.598.2912  
FAX 206.521.1612  
M-F 8:00 a.m. – 5:00 p.m.

Harborview Medical Center (HMC)  
Financial Counseling  
325 9th Ave; Mail Stop 359758  
Seattle, WA 98104-2499  
206.744.3084  
FAX 206.744.5187  
M-F 8:00 a.m. – 4:30 p.m.

UW Medical Center (UWMC)  
Financial Counseling  
1959 NE Pacific Street  
Mail Stop 356142  
Seattle, WA 98195-6142  
206.598.3806  
FAX 206.598.1122  
M-F 8:00 a.m. – 4:30 p.m.

HMC & UWMC  
Patient Financial Services  
P.O. Box 95459  
Seattle, WA 98145-2459  
206.598.1950 or 1.877.780.1121  
FAX 206.598.2360  
M-F 8:00 a.m. – 4:30 p.m.

Northwest Hospital & Medical  
Center (NWH)  
Patient Financial Services  
10330 Meridian Ave N Ste 260  
Seattle, WA 98133-9851  
206.668.6440 or 1.877.364.6440  
FAX 206.668.6469  
M-F 8:00 a.m. – 4:30 p.m.

NWH Physicians  
Patient Accounts & Inquiry  
P.O. Box 45850  
Seattle, WA 98145-0850  
206.520.9100 or 1.855.520.9100  
FAX 206.520.3200  
M-F 9:00 a.m. – 5:00 p.m.

UW Physicians (UWP) & UW  
Neighborhood Clinics (UWNC)  
Patient Accounts & Inquiry  
P.O. Box 50095  
Seattle, WA 98145-5095  
206.520.9300 or 1.855.520.9300  
FAX 206.520.3200  
M-F 9:00 a.m. – 5:00 p.m.

Valley Medical Center (VMC)  
Patient Financial Services  
P.O. Box 59148  
Renton, WA 98058-9900  
425.690.3578  
FAX 425.690.9578  
M-F 8:00 a.m. – 5:00 p.m.

### For Non-English Speakers

Translations of the Financial Assistance Policy, Financial Assistance Application, Plain Language Summary, and Billing & Collection Policies are available at [www.uwmedicine.org/financialassistance](http://www.uwmedicine.org/financialassistance) or [www.valleymed.org/financialassistance](http://www.valleymed.org/financialassistance), in person or by calling the location where you are seeking care.