

UW Medicine provides financial assistance to insured or uninsured Washington state residents based on income and family size.

Frequently Asked Questions

1) What is Financial Assistance?

UW Medicine offers financial assistance, under its Financial Assistance Policy, to eligible patients who are unable to pay for emergency or other medically necessary care regardless of whether they have insurance.

UW Medicine” includes Airlift Northwest, Harborview Medical Center, UW Medical Center, UW Physicians, Valley Medical Center, and UW Medicine Primary Care.

Financial assistance is limited to medical care that is provided at a UW Medicine location, by UW medical personnel.

Expenses such as travel, food, lodging, and durable medical equipment are not covered.

Retail prescriptions may be covered for a 100% financial assistance discount if a patient’s income is 0%-300% of the [Federal Poverty Level \(FPL\)](#). The prescription must be written by a UW Medicine provider and filled at a UW Medicine pharmacy (if available).

2) What discounts are offered under the UW Medicine Financial Assistance program?

UW Medicine provides financial assistance for any eligible patient/guarantor whose gross family income is up to 400% of the Federal Poverty Level (FPL) and adjusted for family size after any third-party coverage has been exhausted. For facility and/or professional services at Airlift Northwest, Harborview Medical Center, UW Medical Center, UW Physicians, UW Medicine Primary Care, and Valley Medical Center:

- 0% - 300% of the FPL for a 100% financial assistance discount

For facility services only with discharge dates on or after July 1, 2022 at Harborview Medical Center, UW Medical Center, and Valley Medical Center:

- 301% - 350% of the FPL for a 75% financial assistance discount
- 351% - 400% of the FPL for a 50% financial assistance discount

3) When can a patient/guarantor apply?

The patient or any person involved in the care of the patient, including a family member or provider, can express financial concerns. 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 an account receiving a court judgment.

4) **How does a patient/guarantor apply?**

To determine your eligibility for our Financial Assistance Program, you will need to complete a Financial Assistance Application and provide supporting information to verify your household income.

For Harborview Medical Center, UW Medical Center - Montlake, UW Medical Center - Northwest, UW Physicians, and UW Medicine Primary Care you can now apply online for financial assistance through MyChart. This will allow you to track the status of your application while expediting the submission process.

1. Click on [MyChart](#) login and go to the Billing Summary, then click on Financial Assistance to open the application
2. Complete the required [MyChart Supplemental Form](#) and upload in your MyChart Financial Assistance application

Apply here for [Valley Medical Center MyChart](#)

For all other application submissions, including Airlift Northwest, continue to submit by mail, fax, or in person. Refer to page 1 on your application for the information by location.

5) **When will a patient/guarantor be notified of the decision?**

Applicants will be mailed a letter within 14 calendar days from receipt of the completed application based on one of the following:

- An **Approval** includes the amount of the financial assistance discount and the period of coverage.
- A **Request for more information** requires more information before a determination can be made.
- A **Denial** includes the reason and instructions for seeking an appeal for a reconsideration.

6) **What are my options if I do not qualify for financial assistance, or I am approved for partial financial assistance?**

UW Medicine offers several options when there is a patient balance:

- If you do not have insurance or insured with a non-covered service(s), you may be eligible for a self-pay discount; and
- If you are unable to pay in full, you can request a payment plan for up to twenty-four (24) months; and

- If the charges are significant, you may be eligible for UW Medicine’s hardship program.
Contact the location where you are seeking or received care for more information.

7) If I have more questions, who can I contact?

Contact the location where you are seeking or have received care.

Harborview Medical Center

UW Physicians

UW Medicine Primary Care

Financial Counseling

325 9th Ave; Mail Stop 359758

Seattle, WA 98104-2499

Phone 206.744.3084

FAX 206.744.5187

M-F 8:00 a.m. – 4:30 p.m.

mychart.uwmedicine.org

UW Medical Center-Montlake

UW Physicians

UW Medicine Primary Care

Financial Counseling

1959 NE Pacific Street; Mail Stop 356142

Seattle, WA 98195-6142

Phone 206.744.3084

FAX 206.598.1122

M-F 8:00 a.m. – 4:30 p.m.

mychart.uwmedicine.org

UW Medical Center-Northwest

UW Physicians

UW Medicine Primary Care

Financial Counseling

1550 N 115th St

Seattle, WA 98133-9733

Phone 206.744.3084

FAX 206.598.1122

M-F 8:00 a.m. – 4:30 p.m.

mychart.uwmedicine.org

Valley Medical Center

Patient Financial Services

P.O. Box 59148

Renton, WA 98058-2148

Phone 425.690.3578

FAX 425.690.9578
M-F 8:00 a.m. – 5:00 p.m.
mychart.valleymed.org/#mychart

Valley Medical Center
Patient Financial Services
3600 Lind Ave SW, Suite 110
Renton, WA 98057-4970
Phone 425.690.3578
FAX 425.690.9578
M-F 8:00 a.m. – 5:00 p.m.
mychart.valleymed.org/#mychart

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