

UW Medicine provides financial assistance to all patients who are otherwise unable to pay. This assistance is available to the insured and uninsured based on income and personal circumstances.

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# 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 you 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 provided at a UW Medicine location by UW medical personnel.

Services received through the Husky Health Center (HHC) are not eligible for the UW Medicine financial assistance discount.

Prescriptions may be covered for patients up to 300% of the [Federal Poverty Table \(FPL\)](#) for a 100% financial assistance discount if 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 patient/guarantor whose gross family income is up to 400% of [Federal Poverty Table \(FPL\)](#) 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) What is not covered?

- Elective or cosmetic services
- Non-medically necessary services

- Durable medical equipment
- Travel, food, and lodging
- Non-urgent services when UW Medicine is out of network for your insurance plan
- Healthcare services billed by organizations or providers other than UW Medicine

#### 4) 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 prior to an account receiving a court judgment.

#### 5) How does a patient/guarantor apply?

To determine your eligibility for [Financial Assistance](#), you will need to complete a application and provide certain 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. By applying online through MyChart it will allow you to track the status of your application while expediting the submission process.

- If you have a [MyChart](#) account, login and go to the Billing Summary, then click on Financial Assistance to open the application
- If you do not have a [MyChart](#) account, you can sign up as the first step
- 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.

#### 6) Need an Interpreter?

An interpreter can help you navigate UW Medicine services.

- make or manage your appointments
- questions on billing and payments
- request a cost estimate
- screening for financial assistance
- questions on prior authorizations

Call to speak with an interpreter or [learn more about interpreter services](#).

- አማርኛ (Amharic): [206.520.5224](tel:206.520.5224)
- العربية (Arabic): [206.520.5229](tel:206.520.5229)
- ភាសាខ្មែរ (Cambodian): [206.520.5225](tel:206.520.5225)
- 廣東話 (Cantonese): [206.520.5227](tel:206.520.5227)
- 普通话 (Mandarin): [206.520.5228](tel:206.520.5228)
- فارسی (Farsi): [206.520.5233](tel:206.520.5233)
- 한국어 (Korean): [206.520.5232](tel:206.520.5232)
- Русский (Russian): [206.520.5231](tel:206.520.5231)
- Af-Soomaali (Somali): [206.520.5221](tel:206.520.5221)
- Español (Spanish): [206.520.5222](tel:206.520.5222)
- ትግርኛ (Tigrinya): [206.520.5226](tel:206.520.5226)
- Tiếng Việt (Vietnamese): [206.520.5223](tel:206.520.5223)
- TTY: [206.520.0711](tel:206.520.0711)

## 7) How does UW Medicine guide international patients?

If you are permanently residing outside of the United States seeking nonemergent services, please visit our [UW Medicine International Program](#) as the first step to help you navigate the process.

## 8) What if I don't have insurance?

If a patient does not have insurance, contact the UW Medicine location where you are seeking care. Before your application is processed for financial assistance, UW Medicine will verify if you qualify for Washington Medicaid or Apple Health program. If you qualify for Washington Medicaid or Apple Health, then you may have to apply for that before financial assistance can be considered.

## 9) How will payment be addressed while my application is under review?

UW Medicine will not initiate collection efforts or requests for deposits while an application is being processed.

## 10) 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 percentage (100%/75%/50%) of the financial assistance discount and the period of your coverage.
- A **Request** for more information requires more information before a determination can be reached.
- A **Denial** includes the reason for denial and instructions for seeking an appeal for a reconsideration.

## 11) What are my options if I do not qualify for financial assistance or I was approved for partial financial assistance?

For the patient responsibility on remaining balances, UW Medicine offers several options to assist:

- If you do not have insurance or for 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 an interest free payment plan for up to 24-months:
  - If you have a [MyChart](#) account, you can setup a payment plan under Pay your bill
  - If you do not have a [MyChart](#) account, you can sign up as the first step
  - Contact Patient Accounts and Support Services 206-520-0400 or 855-520-0400 Monday-Friday 8:00 a.m. - 5:00 p.m. (except holidays) to speak to an agent
- 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.

## 12) 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](http://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](http://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](http://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](http://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](http://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.