

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 or 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
206.965.1908
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
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
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
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
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
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
425.251.5178
FAX 206.575.2573
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 or www.valleymed.org/financialassistance, in person or by calling the location where you are seeking care.