

Summary of Financial Assistance Policy

In accordance with our Mission and Values, Providence Health Services is committed to caring for all people regardless of their ability to pay, with special attention to those who are poor and vulnerable. Providence Health Services offers financial counseling and assistance to help address any financial concerns patients or families may have regarding their care. Our financial aid policies reflect Providence Health Services' dedication to working together with our patients in a compassionate and caring manner to identify options for resolving their financial obligations.

Who Is Eligible?

You may be able to get financial assistance. Financial assistance is generally determined by your total household income as compared to the Federal Poverty Level (FPL). If your income is less than or equal to 250% of the FPL you will receive a 100% charity care write-off on the portion of the charges for which you are responsible. If your income is above 250% of the FPL but not exceeding 400% of the FPL, you may receive discounted rates on a sliding scale. Patients who are eligible for financial assistance will not be charged more for eligible care than the amounts generally billed to patients with insurance coverage.

What Services Are Covered?

The FAP applies to emergency and other medically necessary care. These terms are defined in the FAP. Elective services are not covered by the FAP.

How Can I Apply?

To apply for financial assistance, you will complete a written application and provide supporting documentation, as described in the FAP and the FAP application.

How Can I Get Help with an Application?

For help with a FAP application, you may contact a National Revenue Service Center (NRSC) Financial Assistance Representative at 800-566-5050

How Can I Get More Information?

Copies of the FAP and FAP application form are available at <http://www.provhosp.org/patients-guests> and at the Patient Financial Counseling Office. Free copies of the FAP and FAP application also can be obtained by mail by request to a NRSC Financial Assistance Representative at 800-566-5050.

What If I Am Not Eligible?

Patients who do not qualify for financial assistance under the FAP may qualify for other types of assistance. For more information, please contact a NRSC Financial Assistance Representative by telephone at 800-566-5050.

Translations of the FAP, the FAP application, and this plain language summary are available upon request.