



North Valley Hospital Summary of Financial Assistance/Charity Care Policy

North Valley Hospital is committed to ensuring our patients get the hospital care they need regardless of ability to pay for that care. Providing health care to those who cannot afford to pay is part of our mission. State law requires hospitals to provide free and discounted care to eligible patients. You may qualify for free or discounted care based on family size and income, even if you have health insurance.

North Valley Hospital has a dedicated Emergency Department that provides care for emergency medical conditions (as defined by the Emergency Medical Treatment and Labor Act) without discrimination without regard to whether or not a patient has the ability to pay or is eligible for financial assistance.

If you think you may have trouble paying for your health care, please talk with us. When possible, we encourage you to ask for financial help before receiving medical treatment.

What Is Covered? For emergency and other medically necessary hospital-based services at North Valley Hospital we provide free care and Charity Care / Financial Assistance to eligible patients on a discounted basis, with discounts ranging from 50% to 100%. No patient eligible for Charity Care / Financial Assistance will be charged more than amounts generally billed to patients who have insurance.

How to Apply for Charity Care / Financial Assistance: Any patient may apply to receive Charity Care / Financial Assistance by submitting an application and providing supporting documentation. If you have questions, need help, or would like to receive an application form or more information, please contact us:

- When you are checking in or checking out of the hospital;
- By telephone: 509-486-2151;
- On our website at: www.nvhospital.org. You can print a copy of the application from our website
- In person: Request information at the front desk or ask any member of the Patient Billing Department; or,
- To obtain documents via mail free of charge, please call 509-486-3136 or 509-486-3189 or mail your request to:
Patient Financial Counselor, c/o North Valley Hospital, 203 S Western Ave., Tonasket WA. 98855

If English is Not Your First Language: Translated versions of the application form, the Hospital's financial assistance policy, and this summary are available in Spanish.

El paciente puede obtener una copia de este documento, la política del hospital y una aplicación para el ayudamiento financiero. Marque 509-486-2151 o 509-486-3189 a pedir los documentos.

Other Assistance:

Coverage assistance: You may be eligible for other government and community programs. We can help you learn whether these programs (including Medicaid/Apple Health and Veterans Affairs benefits) can help cover your medical bills. We can help you apply for these programs.

Uninsured discounts: We offer a discount for patients who do not have health insurance coverage. Please contact us about our discount program.

Payment plans: Any balance for amounts owed by you is due within 28 days. The balance can be paid by credit card, cash, check, or online bill pay or a payment plan. If you need a payment plan, please call the number on your billing statement. The Hospital offers a discount when a balance is paid within the first 30 days after receipt of a statement.

Thank you for trusting us with your care.