

## CONTACT INFORMATION

### HOSPITAL BILLING QUESTIONS

Call 509-486-2151

Office hours are  
Monday through Friday  
8:00AM to 4:30PM.

### ASK US ABOUT OUR TAX DISCOUNT PROGRAM!

North Valley Hospital is now offering a tax discount to customers who live within the North Valley Hospital District. You can get up to a \$500 discount each calendar year for the amount you pay on property taxes to our hospital district. That credit can be applied to your or your dependants account balances. We developed this program as a way to show our gratitude to the people in our community who help support the hospital district.

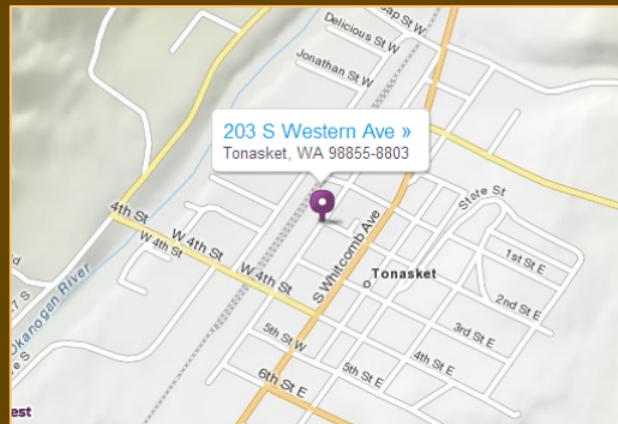
Collection & Charity Care policies approved by Okanogan County Public Hospital District #4 Board of Commissioners.  
Charity Care policy  
Private Pay Policy

## OUR MISSION

"Provide quality patient care and education that enhances the health and well-being of our communities."

NORTH VALLEY HOSPITAL DISTRICT (NVHD) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. NVHD does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-509-486-2151 (TTY: 1-800-833-6384).



### NORTH VALLEY HOSPITAL

Okanogan County Public Hospital Dist. #4  
203 S. Western Ave.  
Tonasket, WA 98855  
PH: 509-486-2151  
Fax: 509-486-3102



"Growing Healthcare Close to Home"



[www.nvhospital.org](http://www.nvhospital.org)

# Payment Policy



## Billing Process

We are pleased you chose our facility for your healthcare needs. The following policy covers all services under North Valley Hospital.

You may receive several different billings from services you have received in our facilities. We are enclosing a list of those possible bills for you. If you have questions regarding this, please discuss this with your financial counselor. For the Hospital, every time you receive care our system creates a new account, thus you will more than likely have multiple accounts.

It is our policy to bill your health insurance company for you. We require a copy of government issued photo identification for the purpose of fraud protection.

If you are uninsured or under-insured, we have several financing options available to you. To ensure the financial viability of our hospital, we are not able to carry your account for an unreasonable period of time.

## Private Pay Balance

If you can pay your account in full within 90 days from your first statement date, you will receive a 35% discount. If you're able to pay your account off within 1 year of the service date then you will receive a 25% discount.

If you have a balance on your account and are unable to pay in full, please contact our admitting department immediately to make payment arrangements.

If you are having problems making payments, please contact us so we can help you determine what your options are. North Valley Hospital is a public taxing district, so is entitled to remedies under RCW 19.16.500 allowing collection agencies to charge fees on top of the balances of up to 50% on the first one hundred thousand dollars and up to 35% of the unpaid debt over one hundred thousand dollars. (You may review this RCW and all others on the State of Washington Legislature website, [leg.wa.gov](http://leg.wa.gov).)



**You can pay your bill online, over the phone or in person with a debit or credit card!  
Just call 509-486-2151!**

## Charity Care

Charity Care is a reduced fee program which is secondary to all other financial resources available to the patient. This includes group or individual medical plans, worker's compensation, state medical plans, federal or military programs, third party liability (e.g. automobile accidents or personal injuries), or any situation where another entity or person may have legal responsibility to pay for the costs of medical services.

If you are determined medically indigent, you will be granted Charity Care regardless of race, color, sex, religion, age, national origin, or immigration status.

North Valley Hospital District uses the following Federal Poverty Level (FPL) Guidelines to determine eligibility for Charity Care.

- Patients who are 201-250% FPL based on income and family size qualify for a 75% discount on the patient responsibility portion of their bill.
- Patients who are 251-300% FPL based on income and family size qualify for a 50% discount on the patient responsibility portion of their bill.

Catastrophic Charity may be offered for patients with family incomes above 300% of the Federal Guideline for Poverty in certain circumstances (WAC 246-435).