



# Wallowa Memorial Hospital & Medical Clinics

## Plain Language Summary of Financial Assistance Policy

Wallowa Memorial 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 and 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.

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 appropriate hospital-based services at Wallowa Memorial Hospital we provide financial assistance to eligible patients on a sliding fee scale basis, with discounts ranging from 25 to 100%. No patient eligible for financial assistance will be charged more than amounts generally billed to patients who have insurance.

Effective 1/1/2021

Family Income as a % of FPL	% Discount
0% - 200%	100% of Patient responsibility
200% - 300%	75% of Patient responsibility
300% - 350%	50% of Patient responsibility
350% - 400%	25% of Patient responsibility

**How to Apply:** Any patient may apply to receive 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: 541-426-5304
- On our website at: [www.wchcd.org](http://www.wchcd.org)
- In person: 601 Medical Parkway, 603 Medical Parkway, or 800 East Main St Joseph OR.
- To obtain documents via mail free of charge: 541-426-5304

**If English is Not Your First Language:** Translation services are available.

### Other Assistance:

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

Prompt pay discounts: We offer a discount for patients who pay their entire balance within 45 days of service.

Payment plans: Any balance for amounts owed by you is due within 30 days. The balance can be paid in any of the following ways: credit card, payment plan, cash, or check. If you need a payment plan, please call the number on your billing statement.

Emergency Care: Wallowa Memorial Hospital has a dedicated emergency department and provides care for emergency medical conditions (as defined by the Emergency Medical Treatment and Labor Act) without discrimination consistent with available capabilities, without regard to whether or not a patient has the ability to pay or is eligible for financial assistance.

Thank you for trusting us with your care.