



Financial Assistance Policy – Plain Language Summary

Financial Assistance: Wallowa Memorial Hospital helps patients who are unable to pay their medical bills. If you think you may have trouble paying for your health care, please talk with us. If possible, ask for financial help before you receive medical treatment.

Eligibility: To see if you qualify for financial help, we look at your insurance, your family's income, and your household size. You can find all the rules in the full Financial Assistance Policy.

Amount: For emergency and medically necessary care, Wallowa Memorial Hospital provides the following:

Care at no cost for patients with gross household income at or below 200% of the Federal Poverty Level (FPL).

If your income is higher (between 200% and 400% of the FPL), you may get a discount. The discount can be 25% to 75% off your bill, and the exact amount depends on your income.

You can find the current Federal Poverty Levels by visiting: aspe.hhs.gov/poverty-guidelines.

Prescreening & Presumptive Eligibility:

We Check First: We might check if you qualify for financial help before you ever get a bill.

Auto-Qualified: You may qualify for help without an application if we already have information showing you are on a program like Medicaid, SNAP, or WIC.

Covered & Non-Covered Providers: This policy applies to Wallowa Memorial Hospital and its clinics. Some independent providers are not covered. A current list is posted on our website and available at Registration, Billing, and clinic locations.

How to Apply: Get an application and the full policy:

- Online: wchcd.org
- In person: Hospital Registration, Billing Office, or any clinic location
- By phone: 541-426-5304
- By mail: Wallowa Memorial Hospital, Business Office, 601 Medical Parkway, Enterprise, OR 97828

Applications are free and available in English and other languages required by law. You can get help filling them out.

Deadlines: You have 240 days after you get your first bill to send in your application. While we are reviewing your application or if you file an appeal, we will not start strong collection actions



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like taking your wages or placing liens on your property. If your form is incomplete, we will let you know what is missing and give you time to finish it.

Appeals: If your application is denied or if you are approved for a less than 100% discount, you have the right to appeal (ask us to look at it again). All collections will stop while your appeal is being processed.

Questions or Help: Call 541-426-5304, visit our website, or ask at Registration or the Billing Office. We will explain the program and help you apply.