

Policy & Procedures

Title: Charity Care Program (Compassionate Care /Financial Assistance)

Affected Departments: Business Office, Lake Chelan Clinic, Specialty Clinic

Date Initiated: 04/01/1985

Approved By: Kevin Abel (Chief Executive Officer)

Review Date: 05/23/2017

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Financial Assistance/Charity Care Policy

Lake Chelan Community Hospital & Clinics 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 Lake Chelan Community Hospital & Clinics we provide free care and financial assistance/charity care to eligible patients on a sliding fee scale basis. Clinic and Hospital assistance is calculated based on Federal Poverty Guidelines. Patients with income ranging from 100% to 300% of the Federal Poverty Level are eligible for a discount up to 100%. No patient eligible for financial assistance/charity care will be charged more than amounts generally billed to patients who have insurance.

How to Apply: Any patient may apply to receive financial assistance/charity care 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: 509-682-6101 or 509-726-6017
- On our website at: www.lakechelancommunityhospital.com
- In person: The Business Office Building-Financial Assistance Office
- To obtain documents via mail free of charge: please request a copy at phone numbers above

If English is Not Your First Language: Translated versions of the application form are available upon request.

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) 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 90 days. The balance can be paid in any of the following ways: credit card, payment plan, cash, check, or online bill pay. If you need a payment plan, please call the number on your billing statement.

Emergency Care: Lake Chelan Community Hospital & Clinics 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.