

Financial Assistance at Inland Northwest Health Services (INHS)

Including St. Luke's Rehabilitation Institute, Northwest MedStar and Community Wellness

In keeping with our mission and core values, Inland Northwest Health Services (INHS) cares for people and their health needs regardless of their ability to pay. We are committed to working with our patients through any financial issues, including finding ways to make medical care more affordable. INHS offers financial assistance to eligible patients who do not have the financial ability to pay for their medical bills. If you are having trouble paying for all or some of your health care, we encourage you to talk with a Financial Counselor or someone in our business office about how we can help you.

What Is Covered? For emergency and medically necessary services at INHS we provide financial assistance to eligible patients on a sliding fee scale basis, with discounts ranging from 75 to 100 % based on ability to pay. Financial assistance for other services or at our non-hospital facilities is governed by the policies of the INHS entity providing the care.

How to Apply? Any patient may apply to receive financial assistance. A patient seeking financial assistance must provide supporting documentation specified in the application, unless INHS indicates otherwise. The application form may be obtained online, by telephone, or from the website or email address noted below.

Other Assistance:

Coverage assistance: If you are without health insurance, you may be eligible for other government and community programs. We can help you discover whether these programs (including Medicaid and Veterans Affairs benefits) can help cover your medical bills. We also can help you apply for these programs.

Uninsured Discounts: INHS offers a discount for patients who may not have health insurance coverage. Please contact us about our discount program.

Payment plans: After your insurance company processes the bill, any balance for amounts owed by you is due within thirty days. The balance can be paid in any of the following ways: automatic credit card, payment plan, cash, check, online bill pay or credit card. If you need a payment plan, please call the number on your billing statement to make arrangements.

Emergency Care: INHS organizations provide 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.

Contact Us for Financial Assistance Help or Applications

For more information about getting help with your INHS medical bills, please call or visit a financial counselor or billing office. We can give you any forms you need and can help you apply for assistance. Patients are strongly encouraged to ask for financial help before receiving medical treatment, if possible. Patients can also apply at any time while receiving treatment and for a period of time following receipt of your initial bill.

If you have questions or would like to receive a financial assistance application form, please contact below:

- By Telephone: 1-866-257-3599
- By Email: patientaccounts@INHS.org
- On our websites at: www.st-lukes.org www.NWMedStar.org