

## Request for Charity Care/Financial Assistance

Dear Patient and Family:

In keeping with its mission and core values, we are committed to providing health care for people regardless of their ability to pay.

### **Our Charity Care/Financial Assistance:**

Medical bills may be difficult to pay. Patients who are unable to pay for all or part of their health care services, may apply for financial assistance by completing and returning this form. Patients and families who meet certain income requirements may qualify for free care or reduced-price care based on their family size and income, even if you have health insurance.

To view our financial assistance policy and sliding scale guidelines, please go to residing State website:

<https://www.providence.org/obp>

**What does financial assistance cover?** Financial assistance covers medically necessary services provided by one of our ministries, depending upon your eligibility. Financial assistance may not cover all health care costs, including services provided by other organizations.

**If you have questions or need help completing this application:** Our financial assistance policies, information about the programs, and application materials are available on our website or via phone. You may obtain help for any reason, including disability and language assistance. Here's how to contact us:

<https://www.providence.org/obp>

Customer Service Representatives at:

509-473-6003 Monday - Friday 8:00am to 5:00pm

### **In order for your application to be processed, you must provide:**

- Information about your family**  
Fill in the number of family members in your household (family includes people related by birth, marriage, or adoption who live together)
- Information about your family's gross monthly income** (income before taxes and deductions)
- Declare assets** (as listed on financial assistance application form)
- Attach additional information if needed**
- Sign and date financial assistance form**

### **\*\*Income Source Verification Required\*\***

**Please submit with your application copies of the following documents:**

- 3 months of employment pay stubs
- Recent filed tax return for all family members
- Please provide proof of any other income source as listed on financial assistance application form

**Note: You do not have to provide a Social Security number to apply for financial assistance.** If you provide us with your Social Security number it will help speed up processing of your application. Social Security numbers are used to verify information provided to us. If you do not have a Social Security number, please mark "not applicable" or "NA."

**Mail completed application with all documentation to** (be sure to keep a copy for yourself):

St. Luke's Rehabilitation Institute, 711 S. Cowley St. Spokane, WA 99202-1330



**To submit your completed application in person:** Take to your nearest Hospital Cashier Office

We will notify you of the final determination of eligibility and appeal rights, if applicable, within 14 calendar days of receiving a complete financial assistance application, including documentation of income.

By submitting a financial assistance application, you give your consent for us to make necessary inquiries to confirm financial obligations and information.

**We want to help. Please submit your application promptly!  
You may receive bills until we receive your information.**



## Charity Care/Financial Assistance Application Form – confidential

*Please fill out all information completely. If it does not apply, write "NA." Attach additional pages if needed.*

### SCREENING INFORMATION

Do you need an interpreter? <input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b> <i>If Yes, list preferred language:</i>
Has the patient applied for Medicaid? <input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b> <i>May be required to apply before being considered for financial assistance</i>
Does the patient receive state public services such as TANF, Basic Food, or WIC? <input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
Is the patient currently homeless? <input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
Is the patient's medical care need related to a car accident or work injury? <input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>

### PLEASE NOTE

- We cannot guarantee that you will qualify for financial assistance, even if you apply.
- Once you send in your application, we may check all the information and may ask for additional information or proof of income.
- Within 14 calendar days after we receive your completed application and documentation, we will notify you if you qualify for assistance.

### PATIENT AND APPLICANT INFORMATION

Patient first name	Patient middle name	Patient last name
<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other (may specify _____)	Birth Date	Social Security Number (optional*)  <i>*optional, but needed for more generous assistance above state law requirements</i>
Person Responsible for Paying Bill	Relationship to Patient	Birth Date
Social Security Number (optional*)  <i>*optional, but needed for more generous assistance above state law requirements</i>		
Mailing Address  _____		Main contact number(s) ( ) _____ ( ) _____
City	State	Zip Code
Email Address: _____		
Employment status of person responsible for paying bill		
<input type="checkbox"/> <b>Employed</b> (date of hire: _____) <input type="checkbox"/> <b>Unemployed</b> (how long unemployed: _____) <input type="checkbox"/> <b>Self-Employed</b> <input type="checkbox"/> <b>Student</b> <input type="checkbox"/> <b>Disabled</b> <input type="checkbox"/> <b>Retired</b> <input type="checkbox"/> <b>Other</b> ( _____ )		

### FAMILY INFORMATION

List family members in your household, including you. "Family" includes people related by birth, marriage, or adoption who live together.

**FAMILY SIZE** \_\_\_\_\_

*Attach additional page if needed*

Name	Date of Birth	Relationship to Patient	If 18 years old or older: Employer(s) name or source of income	If 18 years old or older: Total gross monthly income (before taxes):	Also applying for financial assistance?
					Yes / No
					Yes / No
					Yes / No
					Yes / No

**All adult family members' income must be disclosed. Sources of income include, for example:**

- Wages   - Unemployment   - Self-employment   - Worker's compensation   - Disability   - SSI   - Child/spousal support
- Work study programs (students)   - Pension   - Retirement account distributions   - Other (*please explain* \_\_\_\_\_)



## Charity Care/Financial Assistance Application Form – confidential

### INCOME INFORMATION

**REMEMBER:** You must include proof of income with your application.

You must provide information on your family's income. Income verification is required to determine financial assistance. All family members 18 years old or older must disclose their income. If you cannot provide documentation, you may submit a written signed statement describing your income. Please provide proof for every identified source of income.

**Examples of proof of income include:**

- A "W-2" withholding statement; or
- Current pay stubs (3 months); or
- Last year's income tax return, including schedules if applicable; or
- Written, signed statements from employers or others; or
- Approval/denial of eligibility for Medicaid and/or state-funded medical assistance; or
- Approval/denial of eligibility for unemployment compensation.

If you have no proof of income or no income, please attach an additional page with an explanation.

### EXPENSE INFORMATION

We use this information to get a more complete picture of your financial situation.

**Monthly Household Expenses:**

Rent/mortgage	\$ _____	Medical expenses	\$ _____
Insurance Premiums	\$ _____	Utilities	\$ _____
Other Debt/Expenses	\$ _____ (child support, loans, medications, other)		

### ASSET INFORMATION

This information may be used if your income is above 200% of the Federal Poverty Guidelines.

Current checking account balance \$ _____	Does your family have these other assets? <b>Please check all that apply</b> <input type="checkbox"/> Stocks <input type="checkbox"/> Bonds <input type="checkbox"/> 401K <input type="checkbox"/> Health Savings Account(s) <input type="checkbox"/> Trust(s) <input type="checkbox"/> Property (excluding primary residence) <input type="checkbox"/> Own a business
Current savings account balance \$ _____	

### ADDITIONAL INFORMATION

Please attach an additional page if there is other information about your current financial situation that you would like us to know, such as a financial hardship, seasonal or temporary income, or personal loss.

### PATIENT AGREEMENT

I understand that Providence Health & Services may verify information by reviewing credit information and obtaining information from other sources to assist in determining eligibility for financial assistance or payment plans.

I affirm that the above information is true and correct to the best of my knowledge. I understand if the information I give is determined to be false, the result will be denial of financial assistance, and I will be responsible for and expected to pay for services provided.

\_\_\_\_\_  
Signature of Person Applying

\_\_\_\_\_  
Date



## Notice of Nondiscrimination and Accessibility Rights

Providence Health & Services and its Affiliates<sup>1</sup> (collectively “Providence”) comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Providence does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Providence:

- (1) Provides free aids and services to people with disabilities to communicate effectively with us, such as: (a) Qualified sign language interpreters; and (b) Written information in other formats (large print, audio, accessible electronic formats, other formats).
- (2) Provides free language services to people whose primary language is not English, such as: (a) Qualified interpreters; and (b) Information written in other languages.

If you need any of the above services, please contact the appropriate Civil Rights Coordinator below. If you need Telecommunications Relay Services, please call 1-800-833-6384 or 7-1-1.

If you believe that Providence has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Providence by contacting the Civil Rights Coordinator for your state as listed below:

State/Service	Civil Rights Coordinator
Alaska	Civil Rights Coordinator, 3200 Providence Dr., Anchorage, AK 99508, Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: <a href="mailto:Nondiscrimination.AK@providence.org">Nondiscrimination.AK@providence.org</a>
California	Civil Rights Coordinator, 501 S. Buena Vista Street, Burbank, CA 91505; Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: <a href="mailto:Nondiscrimination.CA@providence.org">Nondiscrimination.CA@providence.org</a>
Montana	Civil Rights Coordinator, 1801 Lind Ave. SW, Renton, WA 98057; Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: <a href="mailto:Nondiscrimination.MT@providence.org">Nondiscrimination.MT@providence.org</a>
Washington	Civil Rights Coordinator, 101 W. 8th Ave., Spokane, WA 99204; Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: <a href="mailto:Nondiscrimination.WA@providence.org">Nondiscrimination.WA@providence.org</a>
Oregon	Civil Rights Coordinator, 5933 Win Sivers Dr, Suite 109, Portland, OR 97220; Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: <a href="mailto:Nondiscrimination.OR@providence.org">Nondiscrimination.OR@providence.org</a>
Senior Services (all states)	Civil Rights Coordinator, 2811 S. 102nd Street, Suite 220, Tukwila, WA 98168, Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: <a href="mailto:Nondiscrimination.pscs@providence.org">Nondiscrimination.pscs@providence.org</a>

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, one of the above-noted Civil Rights Coordinators is available to help you.

<sup>1</sup> For purposes of this notice, “Affiliates” is defined as any entity that is wholly owned or controlled by Providence Health & Services or Western HealthConnect, including but not limited to all Providence Health & Services-Washington, Providence Health & Services Alaska, Providence Medical Group, and all subsidiaries, facilities, and locations operated by those entities.



You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human

Services, 200 Independence Avenue SW.,

Room 509F, HHH Building, Washington, DC

20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

