

Financial Assistance at PeaceHealth

Help is Available

PeaceHealth is committed to making sure our patients get the care they need, whether or not they are able to pay. Providing health care to those who cannot afford to pay is part of our mission. Our hospitals are required by law 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. Patients who have trouble paying for a bill should call a Patient Account Specialist at the numbers listed below.

How to Apply

In-person, by mail or over the phone. A patient can apply for financial assistance by submitting an application and providing supporting documents. Please contact us with questions, or to request free copies of our application form and policies.

- **By telephone:**
 - 877-202-3597 English support
 - 844-746-4737 All other languages [Para español o tagalog, 国语, для русского языка, cho Việt]
- **PeaceHealth website:** peacehealth.org/financialassistance
- In person: at any of our PeaceHealth Medical Centers
- **To obtain documents via mail free of charge:** call us at the numbers listed above

Financial Help Fast Facts

Emergency care: The emergency rooms at all of our hospitals follow the legal rules of the Emergency Medical Treatment and Labor Act (EMTALA). We care for patients with emergency medical needs, whether or not the patient has insurance, without requiring payment at time of service. Financial assistance is available if needed for emergency care.

What should I do if I can't pay my bills? Any patient can apply for financial assistance. Anyone who applies will be asked for information that shows their financial need. PeaceHealth offers help with your bill based on your income and ability to pay. We have discounts that range from 65% to 100%. The amount of support available depends on the patient's financial needs.

What is covered? A patient approved for financial assistance will be covered for emergent or medically necessary treatment and will not be charged more than the amount generally billed (AGB) to patients who have insurance.

Can I make payments? PeaceHealth requests payment in full when you receive your initial billing statement. Your balance can be paid in multiple ways, such as: credit card, prepaid card, cash, check, or online payment. Payment plans are also available. Please call the numbers above to discuss payment options with a Patient Account Specialist.

Coverage assistance: We can help patients apply for community or government programs that may help cover medical bills. Patients who do not have insurance can contact us for help. We will assist patients who have a large bill even after insurance has paid.

If English is not your first language: Our financial assistance policy, an application, and this summary are available in the following languages:

- Spanish
- Vietnamese
- Chinese
- Russian
- Tagalog