



Plain Language Summary of Financial Assistance Policy

Columbia Basin Hospital and Family Medicine 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 Columbia basin Hospital we provide financial assistance to eligible patients on a sliding fee scale basis, with discounts ranging from 25 to 100%.

How to Apply: Any patient may apply to receive financial assistance 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: 509-754-4631
- On our website at: **columbiabasinhospital.com**
- In person: 200 Nat Washington Way Ephrata, WA 98823 – any registration area
- To obtain documents via mail free of charge: contact our financial counselor at 509-233-4450

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 at 509-233-4450

Payment plans: Any balance for amounts owed by you is due within 30/60 days. The balance can be paid in any of the following ways: credit card, payment plan, cash, check, or online with “My Chart”. If you need a payment plan, please call the number on your billing statement.

Emergency Care: Columbia Basin Hospital 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 a patient has the ability to pay or is eligible for financial assistance.

Thank you for trusting us with your care.