



Summary - Financial Assistance Policy

Cascade Medical 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 and Clinic services at Cascade Medical we provide free care and financial assistance/charity care to eligible patients, with discounts ranging from 50% to 100%. No patient eligible for financial assistance/charity care will be charged more than amounts generally billed to patients who have Medicare, Medicaid or other insurance plans.

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: **509-548-3436**
- On our website at **www.cascademedical.org**
- In person: **Admitting Department**, Cascade Medical
- To obtain documents via mail free of charge: call **509-548-3436**

If English is Not Your First Language: a version of the application form in Spanish, with instructions, is 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 and Veterans Affairs benefits) can help cover your medical bills. We can help you apply for these programs.

Self-Pay discounts: We offer discounts for patients who are able to make cash payment within either two weeks of service or two weeks of being notified of a remaining balance.

Payment plans: Any balance that you owe can be paid by credit card, cash or check, either in person, online, or on the phone. If you need extra time to pay and would like to arrange a payment plan, please call the number on your billing statement.

Emergency Care: Cascade Medical has a dedicated emergency department and provides care for emergency medical conditions (as defined by the Emergency Medical Treatment and Labor Act) without discrimination and consistent with our available treatment capabilities. Emergency care will be provided without regard to whether or not a patient has the ability to pay, has prior unpaid balances or has established eligibility for financial assistance.

Thank you for trusting us with your care.