



PLAIN LANGUAGE SUMMARY FINANCIAL ASSISTANCE PROGRAM

Island Health offers financial assistance without discrimination under its Financial Assistance Policy. Emergency medical services and other appropriate hospital-based medical services are eligible for financial assistance, but elective procedures are ineligible.

Eligibility is based on the following criteria, although Island Health may choose to waive a requirement based on an individual’s facts and circumstances.

- Submission of a complete financial assistance application
- Residency within Island Health’s community
- Determination of eligibility for other medical coverage
- Gross family income at the time the service is provided to the individual
- Disclosure of financial resources if gross family income is above 200% of the federal poverty level

The full amount of Island Health’s charges will be forgiven as financial assistance if gross family income is at or below 200% of the federal poverty level. Seventy-five percent (75%) will be forgiven as financial assistance if gross family income is between 201% and 300% of the federal poverty level.

Island Health may presumptively determine that an individual is eligible for financial assistance based on information provided by certain third parties such as physicians, social services, and ProviderOne.

An individual may apply for financial assistance by submitting a completed application and the required documentation through the following methods:

- Mail to 1211 24th Street, Anacortes, WA 98221
- Deliver in-person to any Island Health personnel at 1211 24th Street, Anacortes, WA 98221
- Fax to (360) 299-1369

Regardless of delivery method, the package should be labeled “Attention: Patient Accounts”.

Copies of the Financial Assistance Policy and application are available online at:

<https://islandhealth.org/billing-and-insurance/>

Copies of these documents can also be requested by contacting the Patient Accounts Department through any of the following methods:

- Phone: (360) 299-1378
- In-Person: 1211 24th Street, Anacortes, WA 98221

The Patient Accounts Department is also available to answer questions about Island Health’s Financial Assistance Policy and to provide assistance with the financial assistance application process.

An individual who qualifies for financial assistance will not be required to pay more for emergency medical care and other appropriate hospital-based services than the amount generally billed to individuals who have insurance covering such care.

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