

# LEGACY HEALTH FINANCIAL ASSISTANCE POLICY – PLAIN LANGUAGE SUMMARY

## Financial assistance

Legacy Health helps people not able to pay health care bills.

## Eligibility Requirements

Eligibility for financial assistance is based on many things: insurance coverage or other sources of money, income, family size, assets and other medical bills.

Help is offered to those who don't have a health plan (insurance), enough insurance or have a balance they can't afford to pay. Patients must fill out a form and give us all needed records like tax returns, bank records and pay stubs and noting all sources of money.

## How to ask for help

The patient or an advocate (like a family member or a provider) can ask for help at any point before, during or after the care. The patient or person who must pay the bills will then be asked to fill out a form. We can only help with health care given at a Legacy Health hospital by Legacy Health's health care workers.

## Where to get copies

You can get a copy of our Financial Assistance Policy and Application by calling 1-800-495-7076 or by mail at P.O. Box 4037, Portland, OR 97208. The policy and form can be found [online](#). You can also pick up copies of the policy and form at (1) the main information desk (2) the patient access area of the ED, and (3) the financial counseling office at all Legacy Health medical centers.

## Where to find us

### Legacy Emanuel Medical Center and Randall Children's Hospital at Legacy Emanuel

2801 N. Gantenbein Ave.  
Portland, Oregon 97227

### Legacy Good Samaritan Medical Center

1015 N.W. 22nd Ave.  
Portland, Oregon 97210

### Legacy Meridian Park Medical Center

19300 S.W. 65th Ave.  
Tualatin, Oregon 97062

### Legacy Mount Hood Medical Center

24800 S.E. Stark St.  
Gresham, Oregon 97030

### Salmon Creek Medical Center

2211 N.E. 139th St.  
Vancouver, Washington 98686

### Legacy Silverton Medical Center

342 Fairview St.  
Silverton, Oregon 97381

## **Unity Center for Behavioral Health**

1225 N.E. Second Ave.  
Portland, Oregon 97232

### **More information and help**

To get more information and help with the Financial Assistance Policy, call: 1-800-495-7076. You may also visit the financial counseling office at any Legacy Health hospital.

### **For non-English speakers**

Translations of the Financial Assistance Policy, Financial Assistance Policy Application and this Plain Language Summary are available at <http://www.legacyhealth.org/for-patients-and-visitors/patient-information/billing-information/what-if-i-cannot-pay.aspx>.

### **“Amount Generally Billed” (AGB)**

A patient who needs help can't be charged more than “amounts generally billed” for emergency or other medically needed care to patients who have insurance for the same care.

### **Other help**

- Legacy offers payment plans at no extra cost. The length of the payment plan changes based on the total of the bill. Please call 1-800-495-7076.
- Legacy offers help with locating health insurance through federal and state health care programs, and health plans offered through the health plan exchange. Please call 1-800-495-7076.