



# WhidbeyHealth

## Financial Assistance

WhidbeyHealth continues to make a difference in the patient experience. We offer financial assistance and counseling to help our patients resolve their uninsured accounts. We screen our patients for all third party programs for which they may be eligible. This includes referrals to:

- Apple Health/Department of Health and Human Services (DSHS) office to apply for Medicaid (insurance for qualified individuals).
- Washington Health Benefit Exchange (Affordable Care) [www.wahealthplanfinder.org](http://www.wahealthplanfinder.org)
- WhidbeyHealth Financial assistance. Based on the government's federal poverty guidelines, and in accordance with the Washington Administrative Code (WACs), we offer full and partial financial assistance up to 400 percent of the federal poverty level. Additionally, we will extend our financial assistance in cases of medical hardship.
- Prompt pay discounts when the account has no insurance and is settled within 30 days from the date of first billing.
- SHIBA (Statewide Health Insurance Benefits Advisors). SHIBA representatives work for the Insurance Commissioners' office and they are well-versed in the available health insurance programs in our region. They can also advocate for the patient when issues are encountered with their health insurance company.

Our goal is to partner with you to ensure a good resolution. We want to ensure your healthcare experience is favorable both clinically and financially.

**Please feel free to contact us at: 360.678.7656 ext.4097**

*Si habla Español, tiene a su disposición servicios gratuitos de asistencia lingüística.*

*Llame al 1-360-678-5151. For language assistance call 360.678.5151 or visit*

*[https://whidbeyhealth.org/about/copy\\_of\\_translation-services](https://whidbeyhealth.org/about/copy_of_translation-services)*

*You may qualify for free or a discount on your hospital bill, whether or not you have insurance.*

*Please contact our financial assistance office at [www.whidbeyhealth.org](http://www.whidbeyhealth.org) or 360.678.7656 ext. 7601.*

*Usted podría calificar para obtener atención gratuita o a precio reducido en función del tamaño y los ingresos de su familia, inclusive si tiene seguro de salud. Por favor pongase en contacto con nuestra oficina de ayuda financiera a [www.whidbeyhealth.org](http://www.whidbeyhealth.org) o 360.678.7601.*

*In addition to our help, there are three non-profit organizations on Whidbey Island that are able to help, in small ways, with medical bills:*

- South Whidbey: Friends of Friends Medical Support Fund 360.221.4535
- Coupeville: Small Miracles at 360.672.5651
- Oak Harbor: Medical Safety Net of North Whidbey 360.929.3328

**We promise our community exceptional healthcare with compassion and respect.**

WhidbeyHealth Medical Center • 101 N. Main Street, Coupeville, WA 98239 • 360.678.5151 or 360.321.5151

[www.whidbeyhealth.org](http://www.whidbeyhealth.org)