



## **Help Paying Your Bill**

Providence helps patients who may not have the financial ability to pay all or part of their medical bills. This includes people who don't have health insurance, as well as those who do have insurance but are unable to pay their out-of-pocket costs. We offer:

- Free or low-cost care for those who are eligible
- Interest-free, long-term payment plans
- Assistance in securing health coverage

## **How to Apply**

You can apply for financial assistance online or by contacting a Providence Financial Counselor.

### Apply Online

Apply for financial assistance online at [www.providence.org/FinancialHelp](http://www.providence.org/FinancialHelp)

### Contact a Financial Counselor

Find out what financial assistance options are available to you and get help from our team. Call 855-229-6466 or visit [www.providence.org/FinancialHelp](http://www.providence.org/FinancialHelp)

## **Appeals and CA Hospital Bill Complaint Program**

If you believe you were wrongly denied financial assistance, you may submit an appeal in writing by mail to Providence Regional Business Office, P.O. Box 3299, Portland, OR 97208-3395. You may also file a complaint with the State of California's Hospital Bill Complaint Program. Go to [HospitalBillComplaint.hcai.ca.gov](http://HospitalBillComplaint.hcai.ca.gov) for more information and to file a complaint.

## **More Help**

Call 855-229-6466 for help with financial assistance, or visit [providence.org/FinancialHelp](http://providence.org/FinancialHelp) to request a telephone or in-person appointment. Visit Health Consumer Alliance website at [healthconsumer.org](http://healthconsumer.org) for additional help with understanding your billing and payment process.

### Accessibility Options

In compliance with the Americans with Disabilities Act (ADA), Providence provides qualified interpreters and other auxiliary aids and services free of charge:

- (1) to people with disabilities to communicate effectively with us, such as: (a) Qualified sign language interpreters; and (b) Written information in other formats (large print, audio, accessible electronic formats, other formats); and
- (2) to people whose primary language is not English, such as: (a) Qualified interpreters; and (b) Information written in other languages. If you need any of the above services, please contact the Civil Rights Coordinator at 1-844-469-1755. If you need Telecommunications Relay Services, please call 1-800-833-6384 or 7-1-1.

### Contact Customer Support

Ask questions about your bill.

866-747-2455 Monday - Friday, 8 a.m. to 8 p.m. PT  
[www.providence.org/about/ContactUs](http://www.providence.org/about/ContactUs)

## Contact a Financial Counselor

Find out what financial assistance options are available to you and get help from our team.  
855-229-6466 Monday - Friday, 7 a.m. to 5:30 p.m. PT

[www.providence.org/FinancialHelp](http://www.providence.org/FinancialHelp)