

COMMONSPIRIT HEALTH GOVERNANCE POLICY ADDENDUM

ADDENDUM Finance G-003A-A

EFFECTIVE DATE: 7/1/2021

SUBJECT: Hospital Facility Financial Assistance Contact Information

Virginia Mason Medical Center

Pursuant to CommonSpirit Governance Policy Finance G-003, *Financial Assistance*, the contact information of Virginia Mason Medical Center is as follows:

- Copies of the Financial Assistance Policy, Financial Assistance Application, Billing and Collections Policy, and Plain Language Summary are available on the Hospital Facility's website at: <https://www.virginiamason.org/financial-assistance>
- A copy of the Provider Listing is available at: <https://www.virginiamason.org/financial-assistance>
- Patients may obtain additional information regarding the Hospital Facility's AGB percentage and how the AGB percentages were calculated from a financial counselor at: 206-223-6601 or 800-553-7803
- All patients/Guarantors that are interested in obtaining financial assistance or have questions about financial assistance, the application process, billing and payment plan options, actions in the events of non-payment, and other applicable programs that may be available with respect to their accounts may:
 1. Contact the Hospital Facility in person at: Emergency Department
 2. Call the financial counselor of the Hospital Facility at: 206-223-6601 or 800-553-7803
 3. Visit the Hospital Facility's website at: <https://www.virginiamason.org/>
 4. Mail requests to: Virginia Mason Medical Center, ATTN: Patient Account Services, P.O Box 24163, Seattle, WA 98124.
- Patients/Guarantors denied Financial Assistance may also appeal their eligibility determination. Disputes and appeals may be filed by contacting 206-223-6601 or 800-553-7803 or the Financial Assistance Center at: Virginia Mason Medical Center, ATTN: Patient Account Services, P.O Box 24163, Seattle, WA 98124.

ASSOCIATED DOCUMENTS:

CommonSpirit Governance Policy Finance G-003, *Financial Assistance*

CommonSpirit Governance Policy Finance G-004, *Billing and Collections*