

Plain Language Summary of Financial Assistance Policy

In keeping with our mission, vision and values, Capital Medical Center is committed to the care and improvement of the lives of those we serve. Every Person – Every Encounter – Every Time! One way we make this happen is through our Financial Assistance Program where eligible patients can receive free or reduced-price care.

Who is Eligible?

Eligibility for financial assistance is based on the responsible party's total annual household income. Where the responsible party's total annual household income is equal to or less than 250% of the Federal Poverty Level, they are eligible for free care. Where the responsible party's total annual household income is between 251% and 400% of the Federal Poverty Level, they are eligible for a 60% discount.

What is Covered?

Emergency medical services and other medically necessary care. These are further described in the Financial Assistance Policy.

How Can I Apply?

To apply for financial assistance, you typically will need to complete the Financial Assistance Application, provide the supporting documentation as described in the Application, and exhaust all other payment options including Medicare, Medicaid.

Where Can I Find an Application and More Information?

You can request a copy of the Financial Assistance Policy, Application and this Summary in person at any Registration location or the Financial Services office at Capital or by calling 360-704-4778 between 9 a.m. and 4 p.m., Monday through Friday, excluding holidays. You can also download copies on-line by visiting <https://capitalmedical.com/patients-guests/financial-assistance-2/>.

What if I Need Help with the Application?

Our Financial Counselor can answer questions about the Financial Assistance Process. Please call 360-704-4778 between 9 a.m. and 4 p.m., Monday through Friday, excluding holidays. Translations of the Financial Assistance Policy, Application and this Summary are also available in Spanish and Vietnamese in person at any Registration location, the Financial Services office, or at <https://capitalmedical.com/patients-guests/financial-assistance-2/>. Capital also offers translation services for other language needs upon request.

What if I am not Eligible?

Capital will work with its patients and responsible parties who need help paying medical bills. How much help is available will depend on the individual financial situation. Capital offers a discount for patients who do not have health insurance coverage.