

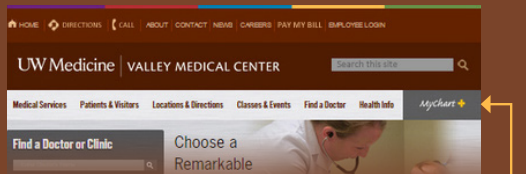


## Sign up for MyChart today!

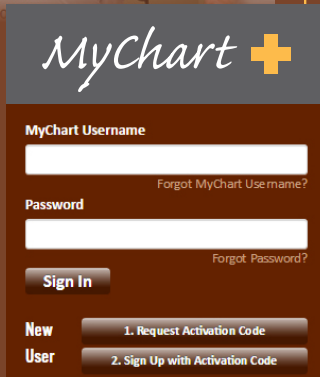
Valley Medical Center MyChart is a helpful tool that allows you to connect with your doctor and manage your health information online, anytime.

- Ask for or cancel an appointment
- Send & receive messages with your care team
- Review current medications, test results, health issues & health history
- Renew prescriptions
- Receive requested medical records at no cost
- View upcoming and past appointments
- View your billing statements
- Pay your bills online
- Set up automatic payments

### Online at [valleymed.org](http://valleymed.org)



Download the MyChart App for Apple and Android devices

**MyChart** +

MyChart Username

Forgot MyChart Use name?

Password

Forgot Password?

**Sign In**

**New User**

1. Request Activation Code

2. Sign Up with Activation Code

## Questions? Contact Us

We value you as a patient and welcome your questions. **It is our goal to clearly explain our billing and payment procedures to you.** If you have questions about Valley Medical Center or would like to learn more, please contact us.

- **Online at [valleymed.org](http://valleymed.org),** select Patients & Visitors for a drop down menu of options
- **Phone:** Patient Financial Services – Customer Service at 425.690.3578 option 5
- **Email:** [HospitalPFScustomerservice@valleymed.org](mailto:HospitalPFScustomerservice@valleymed.org)
- **In person:**
  - Patient Financial Services – Customer Service**  
3600 Lind Avenue, Suite 110 Renton, WA 98058
  - VMC Main Campus – Financial Advocates**  
Main Admitting Department  
400 S. 43rd Street Renton, WA 98055  
Ph: 425.656.5599

## About Valley Medical Center

At Valley Medical Center, we witness the remarkable power of life in everything we do. It's humbling, it's inspiring, and serves as a constant reminder of why we are here—to care for people.

From the comprehensive wellness check to extraordinary critical care, it is our goal to keep you and your family healthy, living pain free, and leading a better life. We are proud to offer convenient, neighborhood clinics and walk-in urgent care 7 days per week. We're also there for the unexpected, with 24-hour trauma and emergency services, experienced surgeons, medical specialists, and state-of-the-art imaging, robotic and diagnostic technologies.

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Remarkable things happen here.™

# Billing and Payment Procedures



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## Valley Medical Center Billing and Payment Procedures

Valley Medical Center (VMC) Hospital and Clinic Network would like to provide a clear understanding of what can be expected through the billing process.

If you have any questions or would like to learn more, please visit [valleymed.org/patients](http://valleymed.org/patients) or call Patient Financial Services – Customer Service at **425.690.3578 option 5**.

### Cost of Care

Upon request, VMC will work with your insurance company to provide a general idea of what your out-of-pocket expense might be for most services. Please contact your provider's office for procedural information and then visit [valleymed.org/estimate](http://valleymed.org/estimate) or call **425.656.5599** to speak to a Financial Advocate.

### Submitting a Claim

Before you receive a bill, VMC will bill your medical insurance(s) for services provided to you in our hospital or clinics. It will take most insurance companies an average of 70 days to process a claim. If you also have secondary insurance, we will submit a claim to them once payment is received from the primary insurance. It will typically take a secondary payor the same amount of time or longer to process a claim.

You can expect to receive a statement if there is any remaining balance after your insurance(s) have responded with their coverage information or payment.

## Payment Options

- **Pay your bill online:**
  - Log on to [valleymed.org](http://valleymed.org): Patients & Visitors/Pay my bill
  - Log into your MyChart account
- **Pay by mail:**
  - UW Medicine I Valley Medical Center
  - PO Box 35152, Seattle, WA 98124-5152
- **Pay by phone: 1.855.826.1540 or 425.690.3578**
  - Option 1: 24/7 through our automated, interactive voice response system
  - Option 5: talk to a Customer Service representative, M – F, 8 AM – 5 PM
- **Pay in person:** Any clinic or hospital registration area; Patient Financial Services – Customer Service, 3600 Lind Avenue SW, Suite 110, Renton, M – F, 8 AM – 5 PM; checks or credit/debit cards accepted
- **Payment plans:** Payment plan options are available.
  - Log into MyChart to set up automatic, recurring payments
  - Call Patient Financial Services – Customer Service at **425.690.3578 option 5**

## Payment Discount

VMC has negotiated a special rate (allowable) with your insurance plan for the services provided to you. Co-insurance amounts that you are responsible to pay are based on those lower negotiated rates.

VMC offers a discount to qualifying hospital district homeowners for that out-of-pocket amount.

**Valley Dividend Program** – Do you live in the VMC hospital district? A credit to homeowners within the King County Public Hospital District No. 1 may be available. This credit is based on your tax dollars paid to the hospital district. To find out if you qualify for this program, visit [valleymed.org/valleydividend](http://valleymed.org/valleydividend) or call Patient Financial Services – Customer Service.

If after receiving your statement, you are unable to pay your bill in full and would like to take advantage of our Dividend Program discount or other payment plan options, please call Patient Financial Services – Customer Service to discuss additional help, including our financial assistance program.

## Bills from Other Providers

Many doctors, ambulance companies, labs and durable medical equipment companies are separate businesses with their own billing and accounting procedures.

The following is a list of groups regularly providing care to our patients. If you receive a bill from one of the providers below and have questions, please contact them directly.

<input type="checkbox"/> Associated Emergency Physicians .....	425.656.4255
<input type="checkbox"/> Incyte Diagnostics .....	800.403.6749
<input type="checkbox"/> LabCorp .....	800.845.6167
<input type="checkbox"/> NICU/Seattle Children's.....	206.987.5770
<input type="checkbox"/> OB Hospitalist Group .....	888.442.8454
<input type="checkbox"/> Pacific Medical, Inc. ....	800.726.9180
<input type="checkbox"/> PacLab .....	425.463.3600
<input type="checkbox"/> Proliance Orthopedic Associates .....	425.291.1414
<input type="checkbox"/> Tri-Med Ambulance .....	866.677.0100
<input type="checkbox"/> UW Physicians.....	206.598.1950
<input type="checkbox"/> Valley Anesthesia .....	888.900.3788
<input type="checkbox"/> Vantage Radiology & Diagnostic Svcs .....	253.661.3300

**These providers may or may not participate in the same healthcare insurance contracts or offer the same financial options as VMC.**

If you receive a bill for an out-of-network service as part of your care at VMC, please call Patient Financial Services – Customer Service at 425.690.3578 option 5.



*Providing care for our community*