



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.

From your phone or computer:

- Ask for an urgent care video appointment
- Schedule or cancel an appointment
- View upcoming & past appointments
- Complete questionnaires
- Send & receive messages with your care team
- Renew prescriptions
- Review current medications, test results, health issues & health history
- View recommended preventive care
- Access COVID-19 vaccination proof
- Share your record with other providers, organizations, friends & family
- Upload advance care planning documents
- Review your requested medical record release
- Ver MyChart en español
- Get maps & parking information
- Get estimates for common procedures
- Receive & view paperless billing statements
- Pay your co-pays & bills

Online at valleymed.org



Download the MyChart App for Apple and Android devices



Need help?

Find free & low-cost food, shelter, housing, transportation, healthcare & more!

ValleyCares.valleymed.org



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 call us at 425.690.3578.

- **Online at 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
- **In person:** VMC Main Campus – Financial Advocates
Main Admitting Department
400 S. 43rd Street Renton, WA 98055
Ph: 425.656.5599

UW Medicine
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MEDICAL CENTER



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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/billing 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 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. 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.

Expecting a baby? Before delivery, contact your insurance to learn how to enroll your baby. Or visit valleymed.org/newborn-care and see *Helpful Tips for Adding Your Newborn to Insurance Coverage*.

Payment Options

- **Pay your bill online:**
 - Log on to valleymed.org: Patients & Visitors/How to Pay Your Bill
 - Log into your MyChart account or select pay as guest
- **Pay by mail:** UW Medicine | 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
 - VMC Hospital Cashier, 400 South 43rd Street, 3rd floor, Renton, M – F, 7:30 AM – 4 PM
- **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.

Valley Dividend Program: Do you live in the VMC hospital district? If so, you may qualify for a discount VMC offers to hospital district homeowners for the out-of-pocket amount. To find out if you qualify, visit valleymed.org/valleydividend or call Patient Financial Services–Customer Service.

Patient Discount Options

Uninsured patients or services not covered by insurance may be eligible for a discount when paying out of pocket.

- Patient payment in full: 30% discount
- Patient payment in full, before services: additional 10% prompt pay discount

Financial Assistance

To see if you qualify for financial assistance options, please call Patient Financial Services–Customer Service.

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	855.571.2847
<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	206.988.5000
<input type="checkbox"/> UW Medicine	855.520.0400
<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.

