

Billing and Payment Procedures

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*.



VALLEY MEDICAL CENTER



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:

- Get estimates for common procedures
- Receive & view paperless billing statements
- Pay your co-pays & bills
- Set up payment plans
- Use MyChart in your preferred language
- Schedule, cancel, or view appointments
- Send & receive messages with your care team
- Renew prescriptions
- Review current medications, test results, health issues & health history
- Share your record with other providers, organizations, friends & family
- Review your requested medical record release
- Get maps & parking information

Online at
valleymed.org



Download the
MyChart App
for Apple and
Android devices



MyChart Username

Password

Sign in

[Forgot username?](#) [Forgot password?](#)

New User?

SIGN UP WITH ACTIVATION CODE

SELF SIGN UP

Payment Options

■ Pay your bill online or by text message:

- Log on to **valleymed.org**: Patients & Visitors/ How to Pay Your Bill
- Log into your MyChart account or select pay as guest
- Update your payment method in MyChart to be able to pay by text

■ Pay by mail: 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. **1.855.826.1540** or **425.690.3578, option 5**



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	855.736.2703
<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.

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