



## 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](http://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

## Need help?

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

[ValleyCares.valleymed.org](http://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](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:** VMC Main Campus – Financial Advocates  
Main Admitting Department  
400 S. 43rd Street Renton, WA 98055  
Ph: 425.656.5599

UW Medicine  
VALLEY  
MEDICAL CENTER



Use the Google Translate app for your language

# Billing and Payment Procedures



UW Medicine  
VALLEY  
MEDICAL CENTER





## 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](http://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](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. 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](http://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](http://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](http://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.

- Associated Emergency Physicians .....855.571.2847
- Incyte Diagnostics .....800.403.6749
- LabCorp .....800.845.6167
- NICU/Seattle Children's.....206.987.5770
- OB Hospitalist Group .....888.442.8454
- Pacific Medical, Inc. ....800.726.9180
- PacLab .....425.463.3600
- Proliance Orthopedic Associates .....425.291.1414
- Tri-Med Ambulance .....206.988.5000
- UW Physicians.....206.598.1950
- Valley Anesthesia .....888.900.3788
- 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*