

Grande Ronde Hospital

Financial Assistance Policy Summary & Frequently Asked Questions

Financial Assistance

Financial Assistance is a Grande Ronde Hospital (including all services, buildings, and sites of operation) program that provides medically necessary services for our patients at a reduced cost, or without charge, when payment cannot be obtained through all other available financial resources.

Consideration for Financial Assistance will occur when Corporation receives a complete Financial Assistance application and all required supporting documentation.

Not all services rendered at Grande Ronde Hospital are eligible for Financial Assistance. Financial Assistance Applications are available at all Corporation locations and on the Corporation website <https://www.grh.org/patients-visitors/patient-financial-services>

For complete information about Financial Assistance, contact a Financial Counselor.

Please return completed Financial Assistance Applications to any Grande Ronde Hospital locations or mail the information to the following address:

Grande Ronde Hospital, Inc.
Attention: Financial Assistance Program
P.O. Box 3290

La Grande OR, 97850

Frequently Asked Questions

Background Information

Q: What is Financial Assistance?

A: Financial Assistance is a program that can reduce or eliminate the costs associated with medically necessary services rendered at Grande Ronde Hospital locations. The Financial Assistance program supports patients who may require secondary options or may not have options at all for paying for their care.

Q: Is Financial Assistance a new policy?

A: Grande Ronde Hospital has a long history of providing medically necessary health care services regardless of a patient's ability to pay. Our Financial Assistance program has been available to those who apply and qualify for the program for many years.

The Application Process

Q: What is the first step in determining eligibility?

A: A Financial Assistance Application, and all necessary supporting documentation, must be submitted.

Q: When can a patient apply?

A: A patient may apply for Financial Assistance before, during or after care. Applications must be received no later than 240 days after Corporation sends first bill for care.

Q: Is there confidentiality in this process?

A: Financial Assistance applications and supporting documentation are kept confidential.

Q: How is payment addressed while this process is underway?

A: Regular payments must be made until a formal decisions is made on each Financial Assistance Application.

Q. How Eligibility is Determined

A. The guidelines used for Financial Assistance include a review of:

- Household assets (only those convertible to cash, and unnecessary for household daily living) will be reviewed, but will not be used to determine whether or not you qualify for Financial Assistance.
- The responsible party's annual household gross income
- Number of people in the household
- Special medical expenses
- Reasonable living expenses
- Existing debt
- Other indicators of the parties ability to pay

Each situation will be reviewed independently.

Q: When will a patient be notified of the decision?

A: Written notice of assistance determined is mailed within twenty (20) calendar days from receipt of the completed application. The notification includes the level of reduction and reasonable payment arrangements consistent with the ability to pay.

Q: What types of circumstances would not receive approval?

A: Financial Assistance is not granted for non-covered procedures as determined by a review committee or other special situations (for instance, when an individual who is eligible for insurance or government programs refused to apply).

Q: Is there a way to appeal an eligibility decision?

A: Yes, the person responsible for the financial obligation may appeal a decision by submitting additional information to the Director of Business Services or Patient Financial Services Manager.

Financial Assistance Resources

Q: Are printed resources available for patients?

A: Notices, informational brochures, applications, policy summary and Frequently Asked Question information shall be available in key areas in all Corporation locations, including Admitting, Emergency Department, Outpatient registration areas and Patient Financial Services. Resources are also available on our Patient Financial Services webpage: <https://www.grh.org/patients-visitors/patient-financial-services>

Q: Where can patients receive assistance?

A: For questions or assistance with this policy, please contact a Financial Counselor, the Patient Financial Services department at 541-963-1400 or visit our website: <https://www.grh.org/patients-visitors/patient-financial-services>