



UW Medicine Billing Information

Prior to your visit
Secure access benefits
Discount, billing and payment options
Resources and contacts

Prior to your visit

At UW Medicine, every person involved in your care is committed to helping you and your family achieve your personal goals for wellness and quality of life. Understanding your healthcare costs can be challenging. We have resources to help you navigate any question around billing and insurance so you can focus on getting the best care for you and your family.

Estimate of charges can be provided upon request. Call 206.598.4388 or your clinic for more information.

It is important to provide us with your insurance information prior to your visit. This allows UW Medicine to bill your insurer correctly, the first time so you can focus on receiving the best care.

If you do not have health insurance:

We offer screening to identify coverage options to best fit your financial needs, including Medicaid, Washington Exchange or Financial Assistance. Call us at 206.744.3084 to schedule an appointment.

If you have health insurance but also require assistance:

Financial Assistance may be available if you are unable to pay your remaining balance — even if you have insurance. Call us at 206.744.3084 for an appointment to see if you qualify.

MyChart

MyChart
UW Medicine



MyChart, the MyChart App for Apple and Android devices, is your secure healthcare connection.

MyChart offers healthcare management at your fingertips:

- Book and view appointments online
- eCheck-in to expedite your scheduled appointment arrival
- Pay bills, view statements, sign up for paperless statements, setup an automatic payment plan and request financial assistance
- Message your care team
- Get prescription refills
- View lab results and health records

To register and learn more, visit uwmedicine.org/mychart

Access MyChart online or download the App on your phone to manage your healthcare on the go.



UW Medicine Main Locations

Harborview Medical Center
325 9th Ave., Seattle, WA 98104

UW Medical Center – Montlake
1959 NE Pacific St., Seattle, WA 98195

UW Medical Center – Northwest
1550 N 115th St., Seattle, WA 98133

UW Medicine clinics are located throughout the Puget Sound region.

Billing and Financial Assistance Contact Information

Need an estimate of what you will pay? Call our Financial Access Center Team at 206.598.4388; for UW Medicine Primary Care ask your clinic or call 206.520.5000

To be screened for insurance coverage or Financial Assistance, call Insurance Eligibility & Counseling Services at 206.744.3084

For billing and payment questions, call Patient Accounts & Support Services at 206.520.0400 or 1.855.520.0400



Patient billing

Managing your healthcare is now easier! Patients seen at UW Medical Center, Harborview Medical Center, or UW Medicine Primary Care will now receive one single patient bill for the self-pay portion of both physician and hospital services. Patient Accounts & Support Services will be able to resolve most patient questions with a single call.

Hospital-based Clinics

Hospital-based clinics include both a facility and professional charge. Charges may be higher than at a non-hospital-based clinic.

Patient Discount Options

Uninsured patients or services that are not covered by insurance may receive a discount when paying out of pocket.

- Patient payment in full — 30% discount
- Patient payment in full, prior to services — 10% prompt pay discount

When scheduling services, patients may request an estimate for cost of care. If payment is made in full before or upon date of service, an additional 10% prompt pay discount will be applied to the remaining account balance after the 30% uninsured discount has been applied.

Discounts do not apply to patient balances after medical insurance is billed. Deductibles, co-pays, and/or co-insurance are the full responsibility of the patient and will not be discounted.



Paying your bill

Convenient options include

MyChart, where you can pay your bill online or set up a payment plan 24/7... try the MyChart app on your phone!

Make a one-time payment by phone by calling 206.520.0400 — available 24/7

Speak to a Customer Service Representative:

call 206.520.0400 M-F 8 a.m. - 5 p.m.
(except holidays)

You may get separate bills for services you received through other UW Medicine facilities and providers:

Airlift Northwest

Phone: 866.245.4373, M – F: 8 a.m. – 4:30 p.m.

Fred Hutchinson Cancer Center

Phone: 206.606.6226, M – F: 7:30 a.m. – 4 p.m.

UW Laboratory Medicine

Phone: 206.520.8900, M – F: 8:30 a.m. – 4:30 p.m.

Valley Medical Center

Phone: 425.690.3578 M – F: 8 a.m. – 5 p.m.

Resources

For information on discounts, financial assistance, billing, and insurance: uwmedicine.org/billing

To ask other patient specific questions, share compliments, or escalate for help, call or email:

Harborview Medical Center

206.744.5000 or comment@uw.edu

UW Medical Center

206.598.8382 or UWMCares@uw.edu

Department of Health for complaints or outreach:

1.800.633.6828

