

Financial Assistance Policy Plain Language Summary

Effective Date- January 1, 2025

Valley Health provides financial assistance to eligible patients who receive emergency or other medically necessary care from us in any of our hospital facilities. Financial assistance is only available for eligible services billed by Valley Health.

Assistance Offered

Financial assistance may include discounted or free care. Patients eligible for financial assistance will not be billed more than amounts generally billed (AGB) to those with insurance.

Generally, you will be eligible for some form of assistance if your family income is at or below 500 percent of Federal Poverty Guidelines (FPG). Information on FPG is available online at <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>. We also consider your liquid assets (for example, cash) and real estate when considering your eligibility.

How to Apply

Free copies of the Valley Health Financial Assistance Policy and the Financial Assistance Application are available several ways:

- At all Valley Health hospital registration desks.
- At Valley Health's Customer Service Center, 220 Campus Boulevard, Suite 100, Winchester, VA 22601
- Through Billing Customer Service by phone at 1-888-472-0045, or email at PBDValleyHealth@Ensemblehp.com
- On the Valley Health website at <http://www.valleyhealthlink.com/charitycare>
- By Mail: Send requests to Valley Health System PO Box 37152 Baltimore, MD 21297

Complete your application and mail to Financial Counseling Dept., Valley Health System, P.O. Box 37152, Baltimore, MD 21297. Or, fax it to 540-224-5444. Or, email it to PBDValleyHealth@Ensemblehp.com.

Translations

The Financial Assistance Application, our Financial Assistance Policy and this plain language summary are also available in Spanish at the locations noted in the **How to Apply** section.

For Help or Questions

Call or visit the Customer Service Center at 1-888-472-0045 or 220 Campus Boulevard, Suite 100, Winchester, VA 22601.