



Lower Umpqua Hospital is a non-profit facility, committed to providing quality medical care to people residing in the state of Oregon, regardless of ability to pay. ***Financial assistance is secondary to all other financial resources available, including insurance, government programs, and third-party liability. You may be asked to show proof of denial from such programs before your application can be approved.*** Assistance is granted for non-elective medically necessary procedures only.

**Our Financial Assistance application can be completed and submitted by either of these methods,**

- **electronically through LUHD website; or**
- **LUHD mobile app; or**
- **email; or**
- **fax; or**
- **mailed; or**
- **hand delivered (after hours placed in secure drop box).**

If you have any questions regarding your Financial Application our Financial Counselor can assist you in filling out the required form.

**Our office hours are:**

**Monday – Friday 8:00am – 5:00pm**

Please provide the required financial documentation to avoid any delays in processing.

The following documentation is required to complete the Financial Assistance process:

1. **Proof of Oregon residency in the form of a copy of your Oregon driver's license or a utility bill showing your address.**
2. **Proof of income such as the following documents:**
  - **Last year's income tax return, including schedules if applicable; or**
  - **Proof of Social Security or Retirement income; or**
  - **Last 3 months pay stubs for household family members over the age of 18; or**
  - **Unemployment or workers' compensation award letters; or**
  - **AFS award letter or disability award letter or any payment vouchers you receive; or**
  - **If self-employed, Schedule C and/or profit and loss statement; or**
  - **If Patient (household) does not have Income: Letter of (financial) support.**

Once the application has been processed, you will be notified by mail or email whether you have or have not qualified for Financial Assistance. If you qualify, your bill will be reduced based on the approved discounted amount. If you have any further questions, or need further assistance, please contact our Financial Counselor at **541-271-6384.**

**Financial Counselor**

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