Financial Assistance Communications
(2026 Oregon Compliance)

REGULATORY NOTICE: This document contains policy communications updated for the 2026 Oregon Financial Assistance regulations (ORS 442.614/HB 3320/HB 4040). Both English and Spanish versions are provided below for compliance with language access standards.

Comentado [BD1]: Suggest removal or rewording to 'Both English and Spanish version are available for compliance with language access standards.'

Lower Umpqua Hospital District (LUHD) is a non-profit facility committed to providing quality medical care to people residing in the state of Oregon, regardless of their ability to pay. Financial assistance is secondary to all other financial resources available, including insurance, government programs, and third-party liability.

In accordance with Oregon law, we proactively screen patients who are uninsured, enrolled in public medical assistance, or facing out-of-pocket costs of $1,500 or more for financial assistance eligibility prior to sending an initial bill. We will never require you to apply for or show proof of a Medicaid denial before providing financial assistance screening or care. Assistance is granted for non-elective, medically necessary procedures and supplies.

How to Apply

- **Electronically** at the LUHD website at **http://www.lowerumpquahospital.org** or the LUHD mobile app
- **Email** sent directly to the Financial Counselor at **fincoun@luhonline.com**
- **FAX** submitted to the financial office at 541-271-6354
- **Mail** to the Business Office at 600 Ranch Road, Reedsport, Oregon 97467, or
- **Hand Delivery** to the Business Office physical location at 3520 Frontage Road, Reedsport, Oregon 97467 and placed in our secure after-hours drop box, if needed.

Comentado [BD2]: Would this be better stated as Business Office? Specified Business Office in Hand Delivery to help differentiate physical location different from hospital.

If you have any questions regarding your application, our Financial Counselor can assist you to complete the required form.

- **Office Hours:** Monday through Friday, 8:00 am to 5:00 pm
- **Contact Number:** 541-271-6384
- **Physical Office Address:** 3520 Frontage Road, Reedsport, Oregon 97467

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Required Documentation for Formal Applications

To avoid delays in processing your application, provide the following documentation when completing a full financial application:

1. **Proof of Oregon Residency:** A copy of your Oregon driver's license or a utility bill displaying your current address.

2. **Proof of Income:** Documentation including, but not limited to:
   - A "W-2" withholding statement
   - Current pay stubs covering the last 3 months for household family members over the age of 18
   - Last year's income tax return (including applicable schedules)
   - Proof of Social Security, retirement income, or unemployment compensation
   - An AFS award letter, disability award letter, or equivalent payment vouchers
   - For self-employed individuals: Schedule C and/or a profit and loss statement
   - Written, signed income statements from employers or other supporting entities

If you have no source of income or lack traditional documentation, attach an additional page with a brief explanation.

Next Steps & Your Right to Appeal

Once your application has been processed, you will be notified by mail or email regarding your eligibility status.

- If you qualify, your outstanding bill will be reduced based on the approved state-mandated discounted tier.

- If your application is denied or you disagree with the reduction amount, you have the right to appeal the decision. You have up to 240 days from your first billing statement, or 45 days from your determination letter (whichever is greater), to request an appeal or correct application deficiencies.

Contact our Financial Counselor at 541-271-6384, email **fincoun@luhonline.com**, or visit us at **3520 Frontage Road, Reedsport, Oregon 97467** to initiate an appeal or ask further questions.