Plain Language Summary (PLS)

Hospital Financial Assistance Communications
2026 Oregon Compliance Standard (ORS 442.614)

Lower Umpqua Hospital District (LUHD) is a non-profit facility committed to providing quality medical care to Oregon residents regardless of ability to pay. Financial assistance applies after other resources, such as insurance or government programs are used. Financial assistance is available for non-elective, medically necessary procedures.

Core Rules & Automatic Screening

- **Automatic Screening:** LUHD checks eligibility automatically before sending a first bill if you are uninsured, on public medical assistance, or owe $1,500 or more out-of-pocket.
- **No Medicaid Proof Required:** You do not need to apply for Medicaid or provide a denial letter to receive a screening or medical care.

Comentado [BD1]: For consistency, should this say 'state' medical assistance?

How to Apply

- **Online & Mobile:** Submit your application through the LUHD website or the LUHD mobile app.
- **Digital:** Submit via email or fax directly to the financial office.
- **In Person or Mail:** Mail to the financial office or place in the secure after-hours drop box.

Comentado [BD2]: Should this be Business Office? And do you want to include Financial Counselor email address here or below?

Required Documentation

- **Oregon Residency:** A copy of your Oregon driver's license or a current utility bill.
- **Proof of Income:** Tax returns, W-2 statements, or 3 months of current pay stubs for household members over age 18.
- **Alternative Income:** Social Security, retirement, unemployment, or disability award letters/vouchers (Schedule C/profit-and-loss if self-employed).
- **No Income:** A brief written and signed explanation attached to your application if you lack traditional income sources.

Next Steps & Appeals

- **Notification:** You will be notified by mail or email regarding your approved discount tier.
- **Appeals Timeline:** You have 240 days from your first bill or 45 days from your determination letter (whichever is greater) to file an appeal.

Contact & Location Information

Phone: 541-271-6384 (Financial Counselor)
Fax: 541-271-6354
Hours: Monday through Friday, 8:00 am to 5:00 pm
Website: http://www.lowerumpquahospital.org
Mailing Address: 600 Ranch Road, Reedsport, Oregon 97467
Physical Address: 3520 Frontage Road, Reedsport, Oregon 97467