



FOR IMMEDIATE RELEASE

Puget Sound Physicians Resolves Washington Attorney General Charity Care Investigation BELLEVUE, Wash. — September 29, 2026 — Puget Sound Physicians (PSP), a Bellevue-based physician practice, today announced the resolution of an investigation by the Washington State Attorney General concerning PSP's voluntary charity care commitments.

PSP is a privately held small business and is not directly subject to Washington's Charity Care Act. Nevertheless, PSP has long been committed to providing high-quality medical care to patients regardless of their ability to pay. As part of that commitment, PSP voluntarily entered into a private agreement with Overlake Medical Center to honor the hospital's charity care determinations for eligible patients.

To administer its medical billing and charity care program, PSP engaged a third-party billing company. During a 16-month investigation, the Attorney General's Office identified a subset of accounting errors by the third-party contractor that resulted in certain patients not receiving the charity care refunds to which they were entitled under PSP's contractual commitments. The errors affected fewer than 18% of patients who received free care from PSP during the period reviewed.

PSP takes its commitment to charity care seriously. Over the past five years, PSP has provided approximately **\$2.4 million in free medical care to more than 7,700 patients**. To address the patients affected by the identified accounting errors, PSP has agreed to provide **full refunds, plus applicable interest**, to those patients. PSP's corrective actions and commitments have resolved the Attorney General's investigation.

"Providing quality medical care to patients regardless of their ability to pay is a core value of Puget Sound Physicians. That commitment is precisely why we have voluntarily honored the hospital's charity care determinations for over 30 years, even though PSP is not subject to the Charity Care Act," said a spokesperson for PSP. "We take this commitment seriously and are dedicated to ensuring that patients who qualify for charity care receive these benefits. We appreciate the opportunity to resolve this matter and to strengthen our processes going forward."

PSP remains committed to serving patients throughout the Puget Sound region and to maintaining robust processes for administering its voluntary charity care program.

About Puget Sound Physicians

Puget Sound Physicians (PSP) is a privately held physician practice based in Bellevue, Washington. PSP has provided emergency medical services at Overlake Medical Center for more than 30 years. Unlike hospitals, PSP does not receive tax benefits for the charity care it provides. Nevertheless, PSP is committed to providing high-quality emergency medical care to patients throughout the Puget Sound region, regardless of their ability to pay.