

IMPORTANT BILLING CHANGE

“Hospital-Based Outpatient” Billing FAQ

The Allen Digestive Health Center is a Hospital-Based Outpatient Clinic as of 9/1/10.

Q: What does “Hospital-Based Outpatient” mean?

A: “Hospital-Based Outpatient” refers to the billing process for services rendered in a hospital outpatient clinic. This is a national model of practice for many hospital systems where the hospital owns the practice and employs the support personnel involved in patient care. The physicians are employed by Cedar Valley Medical Specialists.

Q: How does this affect patient billing?

A: Under the “Hospital-Based Outpatient” model, patients will receive two bills; one bill from Allen Hospital representing the outpatient clinic fee and one bill from Cedar Valley Medical Specialists representing the physician fee. The hospital charge is for staff, supplies, facility and overhead. The physician charge is for the physician’s time and skills. Previously, all charges were grouped together on your billing statement.

Q: Does this mean patients will pay more for services?

A: It’s possible some patients will pay more for certain outpatient services at our hospital outpatient locations, depending on their insurance coverage. We encourage patients to review their insurance benefits or contact their insurance provider to determine how their policy will pay and what out-of-pocket expenses they may incur. Your copay amount (copay is different than co-insurance) for physician office or specialist services will no longer be applicable at our facility.

Q. What should I ask my insurance carrier?

A. Ask whether the insurance company covers facility charges in an outpatient hospital clinic. If it does, ask what percentage of the charge is covered. Additionally, verify what your hospital outpatient insurance benefits are, as they typically are applied toward a hospital deductible and co-insurance payment.

Q: Where can patients call with their questions or concerns?

A: For more information, patients may contact the Allen Digestive Health Center at 319-234-5990.

Q: What can patients do if they are having difficulty paying for health care services?

A: Allen Hospital and Cedar Valley Medical Specialists offer financial assistance to help qualifying patients and families. Additional information can be obtained by calling the Allen Central Business office toll free at 888-343-4165 or Cedar Valley Medical Specialists’ Administration Office at 800-211-9244.

Thank you for choosing the Allen Digestive Health Center for your health care needs.

PATIENT SIGNATURE: _____ DATE: _____