

Understanding Your Bill

To Our Patients,

Thank you for choosing Kadlec as your medical provider. Our dedicated health care team strives to provide you with high-quality, patient-centered care. To strengthen our efforts, we've recently made some organizational changes that will help us deliver well-coordinated care to you no matter where you access service throughout Kadlec.

BECOMING A "HOSPITAL-BASED" CLINIC

Effective January 1, 2013 this clinic will be a "hospital-based" clinic licensed as part of Kadlec Regional Medical Center. Hospital-based outpatient clinics are designed to promote increased collaboration between your clinic provider and the hospital in order to better coordinate care, enhance service quality and improve clinical outcomes. In preparation for this change, our team has spent many hours making improvements including installing a new electronic health record system and online patient portal, referred to as My K-Chart.

UNDERSTANDING YOUR CHARGES

Going forward, your billing statement for clinic services will be from Kadlec Regional Medical Center. On this statement you will see charges for services delivered by your provider. In addition, you may also receive a separate charge labeled "Outpatient Hospital Charge," which covers costs including the exam room, non-provider staff, supplies and other facility-associated costs. This fee could result in higher out-of-pocket expense. You should contact your insurance company to understand your coverage for hospital-based clinic facility charges. The amount you will owe will be determined by the services you receive from the provider, the hospital and any hospital-based department including this clinic.

With this change you can also expect to receive two Explanation of Benefits (EOB) from your insurance carrier; one for the provider fee, also known as the professional fee, and one for any outpatient hospital charges. These EOB will show any amount that is owed for the service you received. *(Please note that this amount is determined by your insurance company and based on your plan's specific benefits.)*

MEDICARE PATIENTS

As a Medicare or a Medicare managed care patient, these two separate charges may also result in a Medicare coinsurance amount that is greater than you have previously paid for an office visit. If you have a supplemental policy, this amount may be covered so we encourage you to check with your insurance carrier to verify the amount you should pay.

MEDICAID PATIENTS

As a Medicaid or Managed Medicaid (Healthy Options) patient you may be required to pay two co-payment amounts; one for the provider fee and one associated with the outpatient hospital charge, with the exception of obstetric patients. When applicable, Medicaid patients under the age of adulthood will continue to pay only one co-payment.

At Kadlec we are committed to offering you the best care and service including helping you understand our billing and financial policies. For information or assistance please call the Single Billing Office staff at (509) 942-2626, option 2.

For Questions About

- **Outpatient hospital charges or financial assistance:**

Call (509) 942-2626, option 2

- **Insurance Coverage:**

Contact your insurance company