

Frequently Asked Questions

Q. The amount that I'm being billed is more than I expected, and/or does not match my Explanation of Benefits (EOB) from my insurance company. How do I get this resolved?

A. Co-payments, deductible and coinsurances are determined by your insurance company. If the amount that is billed to you from SLV Health does not match your EOB, please contact customer service.

Q. My EOB says that my claim was OTF. Will I receive a bill from SLV Health?

A. If a claim is determined Out of Timely Filing (OTF), SLV Health will adjust the charges and you will not be responsible to pay the bill.

Q. Why do I get phone calls about my bills?

A. SLV Health partners with a company called HRM from Longmont, CO to offer patients assistance with: paying their bill, setting up payment arrangements, offer financial assistance, and answer general billing questions. This is **not** a collection agency.

Q. I was seen by my primary care provider for my annual wellness visit, but I've received a bill that states I owe money for this visit. Did SLV Health submit this as a wellness visit to my insurance?

A. Most insurance companies cover wellness benefits of their insured member and they will pay in full. If the provider provides care that exceeds what your insurance company recognizes as a wellness benefit, then you are responsible for the balance. SLV Health's coding team reviews all provider documentation and applies charges based on this documentation.

Billing Questions?

If you have questions about the bill you receive, please call one of our customer service representatives.

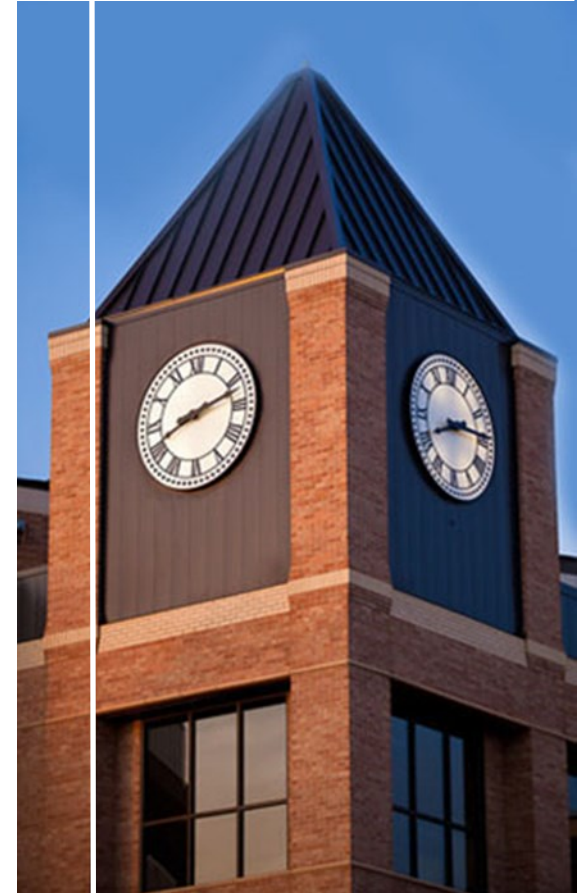
Depending on your household income and family size, you may qualify for financial assistance. Please contact a Patient Financial Counselor @ 719-587-6364 to see if your family qualifies or to check the status of your application. Walk-in hours are Monday-Friday 8am to 5pm at SLV Regional Medical Center or Physician's Services. Contact us by email @

patientaccounts@slvrmc.org

To pay your bill online, please visit sanluisvalleyhealth.org > Under Quick Links > Pay Your Bill > Pay Your Bill Here



Your Guide to the Billing Process





Welcome

Medical billing can be confusing, exhausting and down-right frustrating. We have designed this brochure to help guide you through the billing process.

You will find friendly, supportive people all along the way who will help you understand your bill, answer your questions and help you get the information you need... when you need it.

As a patient of SLV Health, it is your right and responsibility to ask questions about the billing process at any time— before you receive care, at the time you receive care, and when you receive your bill.

SLV Health has dedicated customer service representatives and financial counselors to help answer questions about your bills, insurance coverage and financial assistance.

Customer Service may be reached at 719-587-6364.

Registration

At registration, you will be greeted by a member of our admissions team. They will:

- Obtain and verify identification, demographic, and insurance information to ensure safety
- Ask you to sign consent forms
- Collect co-payments, deductibles, co-insurance, or prompt payment

We will never delay the emergency care you need. If necessary, a member of admissions will gather this information after you receive care.

Working with your insurance company

If you have insurance:	If you do not have insurance:
<p>We will bill the primary and secondary insurance that is provided at registration.</p> <p>You will only receive a bill from SLV Health if there is a balance due after your insurance has paid. This may take up to 6 weeks or more.</p>	<p>You will receive a bill from SLV Health approximately 2 weeks after you receive care or are discharged.</p> <p>If you wish to pay at the time of service, you are eligible to receive a 40% discount through our Prompt Pay Program.</p>

Working with other Care Providers

SLV Health works with other care providers who bill separately for Radiology reading services and Pathology. Please call the office phone number listed on the bill for questions about these services.