



PAYMENT POLICY

Our goal at Falls Community Hospital and Clinic is to deliver the best healthcare to as many people as possible, regardless of their financial situation, and yet remain viable as a hospital and clinic. This policy is intended to briefly explain our billing and payment options and to provide assistance in making your experience with us as pleasant as possible

BILLING FOR OUR SERVICES

As a courtesy, we will submit most bills directly to your insurance company for payment on your behalf. Our registration personnel will ask you for insurance and demographic information at each of your visits. Your cooperation in giving complete information will help get your insurance claim paid quickly.

You will be notified if we are unable to submit claims to your insurance company on your behalf or if the claim is denied. If this is the case, you may be asked to supply our patient accounting office with corrected information so that we can refile the claim, if appropriate. Otherwise, you will be expected to pay the bill.

You are the best representative to your insurance carrier. If your insurance has not paid the covered portion of your claim within 60 days, you are encouraged to call the insurance company and urge prompt payment.

OTHER BILLING INFORMATION

You may receive a separate bill for physician services in the hospital. These include: X-Ray interpretations, pathology services, physician care while you are in the hospital and other contracted services. If you have any questions about their bills you should contact them directly.

PAYMENT OF YOUR BILL

Regardless of the type of insurance coverage, patients are ultimately responsible for payment of their medical bills. Although we will bill the insurance company on your behalf based on the information you provide us, and make all reasonable efforts to obtain payment from your insurance, if they reject the claim, or delay payment, we will look to you for payment. We will not become involved in disputes between you and your insurance company regarding deductible, co-payments, covered charges, etc, other than to supply factual information as necessary.

Payment of all known deductible, co-payments and non-covered services will be requested at the time the service is rendered. Patients without insurance will also be asked for payment in full when service is provided. We also ask that all previously unpaid balances be paid prior to a new visit.

PAYMENT OPTIONS FOR OUR PATIENTS

We accept all major credit cards as a convenience to our patients. For patients wishing to make monthly payments, we have an extended payment plan available to patients who qualify. If you believe you are unable to pay your balance, our patient representative will assist you in applying for any available funding programs.

Sometimes patients are due a refund on their account because both patient and insurance have paid. Before a refund is sent to you we will review any other accounts you may have and will apply the credit balance to any open account in which a balance is due.

QUESTIONS ABOUT YOUR BILL

If you have any questions about your bill, would like to make payment arrangements on your outstanding account or would like to receive an itemized bill and detailed explanation of the total bill, our patient service representative will be glad to help you at 254-803-3561 ext. 2288