

Physician Billing

Professional services provided to you by a physician will be billed separately and apart from the fees charged by the hospital. If you receive a bill from the physician and have questions, please call the telephone number listed on that bill.

Physicians that may bill you separately include:

- Your Personal Physicians
- Pathologists
- Emergency Department Physicians
- Cardiologists
- Anesthesiologists
- Radiologists
- Neonatologists
- Hospitalists



Business Office Locations

We have regional billing offices located throughout the United States. You may receive correspondence and/or telephone calls from these locations.

Customer Service

The Customer Service Department is available to assist you with any questions concerning your hospital bill.

**Monday through Friday
7:30 AM to 6:00 PM**

(800) 759-3742

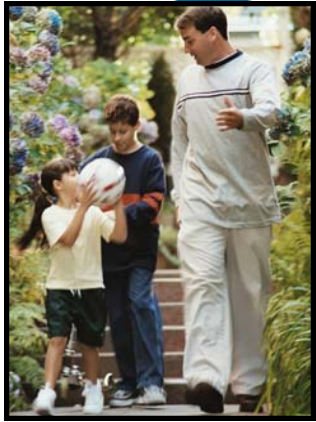
Clear Lake Regional Medical Center

www.clearlakermc.com

**500 Medical Center Blvd.
Webster, TX 77598**

A Guide to Your Hospital Bill

**Clear Lake Regional
Medical Center**



Our Hospital is pleased to provide this information to help you understand our patient billing practices.

We are committed to fulfilling our mission of providing quality care to our patients. To help ensure the success of this commitment, we must be financially responsible. We take a positive and proactive approach to patient billing and collections with the goal of receiving payment for services received in the most effective, timely and patient oriented manner possible. We also understand that billing and collection for health care can be confusing. Please review the following material to assist you in understanding our billing services and to answer any questions you may have in advance.

Your Hospital Bill

As a routine practice, when appropriate, the hospital attempts to collect all known patient expenses upon the patient's registration. Our initial request for payment will include deductibles, co-pays and coinsurance amounts. However, the amount of all charges may not be known or available at the time of admission or discharge and it is possible that charges may be added to your bill after discharge. Therefore, calculated coinsurance amounts are based on estimated charges. Any overpayment will be promptly refunded.

Account Payment

As of January 1, 2005, We began an Uninsured Discount Program for patients who do not have health insurance. We will discount bills for all uninsured patients unless you received an elective cosmetic procedure.

Information about this program will be given to you during your visit.



After your bill has been discounted, you will be asked to pay the remainder. If you are unable to pay your bill, we will work with you to see if you can:

- Set up a payment plan
- Be accepted for Medicaid
- Apply for a Charity discount

Processing Your Bill

If you have current insurance coverage, our hospital billing department will bill your insurance company shortly after your visit.

When a claim is sent to your insurance

company, an

informational letter will

be sent to you. Please

note that this letter is

NOT a bill. Your

insurance company

should pay your hospital bill within sixty days.

The hospital may request your help in

contacting your insurance company if payment

is delayed. There may be times when your

insurance company needs additional information

from you. Please respond as quickly as possible

so payment is not delayed. You will not receive

further communication from the hospital unless

the insurance company has not paid your claim

or a balance is due from you.

