

Your Specialty Care Bill



The following financial guidelines apply to:

- Podiatry Specialists of Oneida
- Vascular Specialists of Oneida
- Quick Care [Oneida & Camden]
- Neurology Specialist of Oneida
- Women's Health Associates
- Oneida Orthopedic Specialists
- Ear, Nose and Throat Specialist of Oneida
- Anesthesia
- TriValley Family Medicine

What if I'm a self-pay patient?

For self-pay patients certain deposits are required at each visit. These services include:

- Podiatry/Vascular - \$100
- Ortho/Neuro/ENT/Quick Care/TriValley - \$100
- WHA - \$100
 - o GYN Services - \$100
 - o OB Services - \$200
- Anesthesia - \$200

Surgical procedures may require a larger deposit. Please call 315-361-2915 to receive an estimate on your specialty care. Remaining patient balances after the deposit is applied will be billed to the patient.

Who do I contact for questions regarding my bill or insurance?

If you have questions regarding a bill from an **Anesthesia charge**, please call 1-800-511-0115 Monday through Friday, 9:00 am to 3:00 pm. If you have questions regarding a bill from **TriValley Family Medicine**, please call 315-697-2033 Monday through Friday 9:00 am to 3:00 pm. For all others, please contact a Customer Service Representative at **Strategic Solutions Management Corp.** at 1-877-643-2336 Monday through Friday, 8:30 am to 4:30 pm.

What if my insurance does not cover my bill or I can't pay "in full"?

If you are advised of services that will not be covered by your insurance or if you do not have sufficient funds to pay the bill, it is important that you contact one of our Financial Counselors at 315-361-2915 as soon as possible. We will assist you with a payment plan or advise you of alternate funding options that fit your specific needs.

Do you accept Workers' Comp?

Only for Anesthesia, Oneida Orthopedic Specialists, and TriValley Family Medicine. In the event of a work-related accident, we will submit your bill for confirmed and authorized Workers' Compensation-covered injuries, to the appropriate Workers' Compensation insurance carrier. If you have any questions regarding your bill, contact our Workers' Compensation Customer Service Representative at 1-877-643-2336. Representatives are available Monday through Friday 8:30 am-4:30 pm.

What if I'm using No Fault insurance?

No Fault is accepted for all services except Quick Care. In the event of an automobile accident, we will send the bill for medical services to the patient or guarantor. We request that you provide all necessary information to the appropriate automobile insurance carrier for payment. If you have any questions regarding your bill, contact our No-Fault Insurance Customer Service Representative at 315-361-2915 to make suitable payment- arrangements. Representatives are available Monday through Friday 9:00 am-4:00 pm.

What if I have Medicare and/or Medicaid?

If you have Medicare coverage, receive inpatient services and have not been admitted to the hospital in the past 60 days, the current year's deductible will be required at the time of your appointment if no secondary insurance is in effect. Payment will be required prior to or at the time of your appointment to cover all deductibles and co-insurance after you have received care. If you have Medicaid coverage, present your card when you register.

If I don't have insurance, can I apply for it?

For your convenience, Oneida Healthcare's Certified Application Counselor can help you apply for Marketplace insurance plans or Medicaid. Please call our Certified Application Counselors at 315-361-2230 to make arrangements. Representatives are available Monday through Friday 8:00 am-4:00 pm.

Is financial assistance available and how do I know if I'm eligible?

Yes, we follow income limits determined by Federal Guidelines when assessing your eligibility for various Financial Assistance programs. You will be required to apply for any other available insurance or programs prior to receiving financial assistance. Elective, non-emergency procedures will be postponed if financial arrangements are not made prior to the service date. Please call 315-361-2915.

Can I access my account and make payments online?

Patients can not currently make online payments for our specialty care practices. All bills must be paid by phone, mail, or by visiting the office where you received your care.

For your convenience, we accept most forms of payment including: cash, check, Visa, MasterCard, American Express, and Discover credit cards.

What if I have any of the following questions?

- How is my bill processed?
- How do I know if my insurance will cover my bill?
- When am I responsible for copays and/or deductibles?
- What if there is a problem with my insurance claim?
- What if I have unpaid bills?
- What if I need assistance with finalizing my payment?
- Is there a discount if I pay promptly?

Please call 315-361-2915 for additional assistance.



Exceptional Care, Wherever & Whenever You Need Us!

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|---|---|
| > Full Service Community Hospital with 24/7 Emergency Department | > Oneida Health Support
321 Genesee Street |
| > State-of-the-Art Technology
– da Vinci® Robotic Surgery
– Electromagnetic Bronchoscopy
– 3D Mammography | > Gorman Imaging Centers
Oneida & Camden |
| > Cancer Care
604 Seneca Street | > Physical Therapy Center with Therapeutic Pool
221 Broad Street |
| > Podiatry Care
125 Fields Drive | > Primary Care Centers
– Canastota-Lenox Health Center
– Chittenango Health Center
– Verona Health Center |
| > Vascular Care
125 Fields Drive | > Laboratory Draw Stations
Oneida, Canastota, Camden & Chittenango |
| > ENT Specialists of Oneida
Otolaryngology, Allergy & Audiology
221 Broad Street | > Sleep Center
600 Seneca St., Suite 3, Oneida |
| > Women's Health Associates
139 Fields Drive, Oneida
8080 Turin Road, Rome | > Quick Care
– 357 Genesee Street, Oneida
– 9562 NY-13, Camden |
| > Oneida Orthopedic Specialists
357 Genesee Street | > Wound Care and Hyperbaric Medicine Center
– 321 Genesee Street, Oneida |
| > Neurology Specialists of Oneida
301 Genesee Street | > TriValley Family Medicine
– 7137 Mt Pleasant Rd, Canastota
– 3 Curtis Road, Vernon |
| > "Lullaby" Birthing Center | |



321 Genesee Street | Oneida, NY 13421

315-363-6000



da Vinci Surgery

www.oneidahealthcare.org



Paying Your Medical Bills

Your Guide to Patient Financial Services

www.oneidahealthcare.org

Thank you for choosing to be a member of Oneida Healthcare’s Circle of Care. We feel honored that you have selected us for your health services. We would like to extend a welcome to those of you who are new to our Circle of Care and sincere appreciation to those of you who have continued to entrust your health care with us. We are committed to your medical and financial needs.

Please take a moment to look over this Patient Financial Services brochure. Depending on the service you utilize, different financial implications may apply. The following financial information is broken up by the health care service it applies to within our Circle of Care. Please make sure you accurately identify the service you used for your health care to fully understand the financial implications of paying for your care.



The following financial guidelines apply to:

- Oneida Healthcare Hospital (*Emergency Department, Ambulatory Surgery, Lullaby Center, Intensive Care Unit, Endoscopy, Inpatient, Cardiopulmonary, Imaging Services, Laboratory Services, and Bronchoscopy*)
- Oneida Health Cancer Care
- Canastota Lenox Health Center
- Chittenango Family Care
- Chittenango Internal Medicine
- Verona Health Center
- Maternal Health Center
- Rehabilitation Center and Extended Care Facility
- Sleep Center
- Outpatient Rehabilitation Services
- Wound Care and Hyperbaric Medicine Center

Didn’t see the service you used listed above? Please turn the brochure over for additional locations with separate financial guidelines.

How is my bill processed?

We will submit your charges based on the services you receive to your insurance carrier. In some cases, you may receive a separate bill from a physician or service provider - including the hospital - who is not contracted or employed within Oneida Healthcare’s Circle of Care. This may include your attending doctor, medical consultant or services received by physicians from the emergency room, imaging, anesthesiology, and/or pathology. Bills not from health services within Oneida Healthcare’s Circle of Care may follow different financial guidelines.

How do I know if my insurance will cover my bill?

Most insurances are accepted within Oneida Healthcare’s Circle of Care but it is important for you to know the terms of your health insurance policy and what it covers prior to receiving care. Present your insurance identification card every time you come to register for a service. Please be advised that many health care insurers require precertification/ authorization before arriving or within 24 hours after hospitalization and will reduce or deny your payment if this policy is not followed. You must call your insurance company to ensure precertification is obtained. This may also apply to outpatient testing and outpatient surgery. Again, it is imperative that you contact your insurance company to ensure that the service is covered and authorized. Failure to do so will result in prepayment by you prior to the service being rendered.

What if there is a problem with my insurance claim?

If we are unable to process your insurance claim, you will be contacted. You may be asked to provide additional information or to contact your insurance company to resolve any issues. If you feel that an error has been made in the processing of your claim, please call 315-361-2087.

What if I have Medicare and/or Medicaid?

If you have Medicare coverage, receive inpatient services and have not been admitted to the hospital in the past 60 days, the current year’s deductible will be required at the time of admission for elective care if no secondary insurance is in effect. Payment will be required prior to or at the time of discharge to cover all, deductibles and co-insurance after you have received emergency services. If you have Medicaid coverage, present your card when you register.

Do you accept Workers’ Comp?

Yes, in the event of a work-related accident, the hospital will submit your bill for confirmed and authorized Workers’ Compensation covered injuries to the appropriate Workers’ Compensation insurance carrier. If you have any questions regarding your bill, contact our Workers’ compensation Customer Service Representative at 315-693-9998. Representatives are available Monday through Friday 8:00 am-4:30 pm.

What if I’m using No Fault insurance?

In the event of an automobile accident, we will submit your bill for confirmed and authorized No Fault covered injuries to the appropriate No Fault insurance carrier. We request that you provide all necessary information to the appropriate

automobile insurance carrier for payment. If you have any questions regarding your bill, contact our No-Fault Insurance Customer Service Representative at 315-693-9998 to make suitable payment arrangements. Representatives are available Monday through Friday 8:00 am-4:30 pm.

What if I’m a self-pay patient?

For self-pay patients, certain deposits are required before you schedule your elective procedure. These services include:

- Inpatient services: For elective, non-emergency admissions, a \$2,500 deposit will be required when you preregister or arrive at the hospital for service.
- Outpatient services: A deposit will be required prior to services being rendered.
 - o Clinic, excluding Maternal Health \$100
 - o Lab \$50
 - o Cardiology/Respiratory Therapy \$250
 - o Sleep Lab \$500
 - o Radiology
 - PET/MRI/CAT Scan/Nuclear Med. \$500
 - DEXA/Mammography \$200
 - Ultrasound \$200
 - Diagnostic X-Ray \$100
 - o Emergency care: A \$200 deposit will be required at the time of discharge.
 - o Outpatient surgery (including Endoscopy & Ambulatory)
 - A \$1,000 deposit will be required at the time of registration with an acceptable payment arrangement.
 - o Physical therapy and rehabilitation services: A deposit of \$100 will be required at the time of registration.
 - o Ambulatory Medical \$500
 - o Ambulatory Procedure \$1,000

If I don’t have insurance, can I apply for it?

For your convenience, Oneida Healthcare’s Certified Application Counselor can help you apply for Marketplace insurance plans or Medicaid. Please call our Certified Application Counselors at 315-361-2230 to make arrangements. Representatives are available Monday through Friday 8:00 am-4:00 pm.

When am I responsible for copays and/or deductibles?

Your insurance carrier may require you to pay a copay for certain services and may also require you to pay other portions, like a deductible or an out-of-pocket amount. Deductibles, co-payments and other charges not covered by your health insurance will be required to be paid at the time you are preregistered, or when you arrive to use a service. For urgent or emergency services, payor portions such as deductibles, copays, or self-pay payments will be asked for after services have been received. Individual health insurance plans may differ in the benefits and coverage they provide. Present your insurance identification card every time you register for a service. We

also encourage you to contact your insurance provider prior to receiving your care to fully understand your financial responsibilities.

What if my insurance does not cover my bill or I can’t pay “in full”?

If you are advised of services that will not be covered by your insurance, or if you do not have sufficient funds to pay the bill, it is important that you contact one of our Financial Counselors as soon as possible. We will assist you with a payment plan or advise you of alternate funding options that fit your specific needs. Please contact our Financial Counselor at 315-361-2048. We are open Monday through Friday 8:00 am to 4:00 pm.

What if I have unpaid bills?

Payment for services rendered is our primary source of operating income; therefore, we cannot afford to extend unlimited credit and must require timely payment of bills. We may have to take collection action on unpaid accounts. Following the recommendations and payment guidelines regarding your specific insurance coverage will alleviate the need for such action. Your support in ensuring reimbursement for medical bills will enable us to continue meeting the health care needs of our community.

Is financial assistance available and how do I know if I’m eligible?

Yes, we follow income limits determined by Federal Guidelines when assessing your eligibility for various Financial Assistance programs. You will be required to apply for any other available insurance or programs prior to receiving financial assistance. Elective, non-emergency procedures will be postponed if financial arrangements are not made prior to the service date.

Our Financial Assistance Application can be printed from our website: www.oneidahealthcare.org/financial-assistance-application.

Can I access my account and make payments online?

Yes, if you have not already, please sign up for the Oneida Healthcare’s Patient Portal. This secure patient portal allows patients to request appointments, refill prescriptions, and pay their bills online. For your convenience, we accept most forms of payment including: cash, check, Paypal, Paypal Credit, Visa, MasterCard, American Express, and Discover credit cards.

Is there a discount if I pay promptly?

Yes, if you pay your balance in full within 10 calendar days of receiving your hospital statement, we will apply a 10% Prompt Pay Discount.

Who do I contact for questions regarding my bill or insurance?

Please contact Customer Service at 315-361-2087 or 315-361-2047. We are open Monday through Friday 9:00 am to 5:00 pm.