

Hospital Happenings

April 2010

Health insurance reform, national health care, and health care reform are all topics of discussion these days. As we try to figure out what it all means, one thing is for sure—changes will be made in health insurance and hospital billing. We agree this can be very frustrating and want you to know that we are here to help you answer questions and help you through the hospital billing process.

Here are some things that we think could help you understand our billing system. You may receive several bills for your hospital visit. The hospital services bill is for your stay or procedure in the hospital's facilities. You may also receive bills for the healthcare providers who are independent of the hospital, such as physicians (radiologists, pathologists, anesthesiologists) and ambulance companies.

If you have insurance, at check-in, our staff will make a copy of your insurance identification card. With this information Montrose Memorial Hospital can submit your hospital bills to your insurance company for you. If you are covered by more than one health insurance policy, please make sure you give us all of your current cards.

If you are scheduled for surgery, you may be contacted prior to your surgery to talk about financial arrangements for the part of the bill your insurance company has told us that you are responsible for.

We also need to verify your identity at each admission/service to insure that your medical identity is kept safe. Please be prepared to provide a government issued photo id or other identifying document (birth certificate is acceptable).

We recently enhanced the hospital website www.MontroseHospital.com to include a link called "My Bill." When you click on that button, you will find a section that includes frequently asked billing questions, a place to request someone to contact you if you have questions and even a form to request an itemized statement. There are also explanations of the different payment plans MMH offers if you need assistance paying your bill. If you are unable to pay your bill in full, the hospital offers several payment options including interest free

payment plans for up to ten months and medical financing for larger balances at 12% interest up to 36 months. We accept all major credit cards. Our patient financial services staff members are experts in hospital billing and are ready and willing to assist you. We are a participant in the Colorado Indigent Care Program and also have an internal charity program which you may qualify for. Please don't hesitate to contact one of our representatives, Monday through Friday, 8:00 a.m. to 5:00 p.m. at 970-252-2687.

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