

## WHAT IF I NEED HELP PAYING MY BILL?

We understand that paying for medical bills can be difficult. If you need help, call our financial counselors at 319-385-6163, to determine if you qualify for financial assistance. If you don't qualify, you may be directed to a financial counselor who will discuss payment plan options with you. When meeting with a financial counselor, please bring:

- A copy of your tax return or pay stubs
- Bank statements for the last three months
- A copy of your medical assistance denial letter



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# Patient Guide to Paying for Services



Henry County  
HEALTH CENTER



**PAYING FOR MEDICAL SERVICES CAN BE CONFUSING. KNOWING AND UNDERSTANDING THE COST BEFOREHAND MAY HELP RELIEVE SOME OF THE STRESS.**

## **GET AN ESTIMATE**

### **Scheduled services**

- We may contact you to verify your demographic and insurance information.
- We will create an estimate based on the information your insurance company makes available to us. Your estimate may include your outstanding deductible, copayments due at the time of service and the amount you will owe. Services that have not been processed by your insurance company may affect your estimate.
- Our financial counselor will call or mail your estimate to you and advise you of payment amount to bring on the day of service.
- Elective services may require prior approval from your insurance company. You should ask your health care provider if prior approval is needed.

### **Unscheduled services**

We can provide an estimate on the day of an unscheduled service if your insurance is up to date and we can electronically access your deductible, copayments or out-of-pocket expenses.

If you come to the Emergency Department, please be assured that providing care is our top priority. No patient will be denied care because of inability to pay. You will be assessed by our medical staff before any information about payment is requested. We will provide you with your copayment amount due after your medical screening is complete.

## **PAYMENT OPTIONS**

- Your copayment and/or deductible are due at the time of service.
- Cash, credit cards (Visa, Mastercard, Discover) and checks are accepted.

### **Bank Loan Program**

- Low Fixed Rates
- 0% Interest Rate (for qualified applicants)
- Quick & Easy Application
- Call 319-385-6163 for details