

HEALTH INSURANCE INFORMATION

Dartmouth-Hitchcock is committed to working with you, your physician, and your insurance company to make sure that you have full access to services. We participate with most major insurance carriers and will submit a claim to them as long as you have provided us with your most up-to-date insurance information.

You will receive a statement for any balances due after your insurance has made its payments. If your insurance company does not give us payment within 120 days, payment for the outstanding bill will become the responsibility of the patient.

How to Contact Us

In Person: (Monday – Friday 8:00am to 5:00pm)

Call ahead to schedule an appointment or stop by the Patient Financial Services Department at a Dartmouth-Hitchcock location in Concord, Manchester, Nashua or Keene.

By Phone: Call 1-800-238-0505

Monday – Thursday 8:00am to 8:00pm

Friday 8:00am to 5:00pm

Saturday 9:00am to 12:00pm

Online: Visit www.dartmouth-hitchcock.org, click on a location and go to the Patient Financial Services site for more information or to download a Financial Assistance Application.

You can also access our free web service called Patient Online which allows you to view your account balances, change insurance information, send secure messages and make payments online using a credit card. To register visit www.dartmouth-hitchcock.org/patientonline.

You may also write to us at:

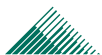
Dartmouth-Hitchcock
Patient Financial Services
P.O. Box 10547
Bedford, NH 03110-0547

DARTMOUTH-HITCHCOCK PATIENT FINANCIAL SERVICES



Your account balance is: \$ _____

Your collections balance is: \$ _____



DARTMOUTH-HITCHCOCK

www.dartmouth-hitchcock.org

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DARTMOUTH-HITCHCOCK

The Patient Financial Services Department at Dartmouth-Hitchcock handles all patient billing questions and concerns, requests for itemized invoices, account balance questions, budget plan arrangements, and requests for financial aid.

Important Information About Your Bill

Your healthcare team will often send various labs, radiology and pathology reports (pap smears, biopsies, etc.) to other medical companies for testing and review. Because of this, you may get bills from facilities other than Dartmouth-Hitchcock after receiving health care. In some cases you will get more than one bill.

Dartmouth-Hitchcock bills are mailed every four weeks and full payment is due before the date listed on the front of the statement (21 days from statement date).

Your account will be credited within 48 hours after we receive your payment. Unless you indicate otherwise, your payment will be applied to the oldest outstanding charges on your account.

Bills are addressed and sent to the patient receiving care or an assigned guarantor (a financially responsible adult over the age of 18). We commonly do family billing and will send all family bills to the assigned guarantor. If you prefer to receive all your bills directly, please contact the Patient Financial Services Department.

What Are My Payment Options?

- ▲ **We accept Cash, Check or Credit Cards (Mastercard, VISA, Discover and American Express) for payment by phone, mail, Patient Online or in person.**
- ▲ **Budget plans are available and financial counselors can meet with you to determine the best way to make payments.**
- ▲ **Dartmouth-Hitchcock may be able to offer financial assistance to patients who are unable to pay their bills. Please talk with a patient account representative to see if you qualify.**

DARTMOUTH-HITCHCOCK PAYMENT POLICY

If you or your family members have health insurance:

Please let us know any changes to your insurance as soon as possible. You will be required to pay your insurance co-payment when you check in for your appointment. Payment can be made by cash, check or credit card.

If you or your family members do not have health insurance:

All uninsured/self-pay patients will be accountable for the cost of services before their visits occur. New Patients must pay a pre-service payment fee of \$100.00 before their first visit. Established patients are required to pay \$50.00 before each of their visits. All Patients will also be required to either sign an agreement for a \$50 monthly budget plan or present a credit card that will be left on file for the final amount of charges. Pre-payment can be made by cash, check or credit card.

For all Dartmouth-Hitchcock Patients:

If you are receiving non-medically necessary services or your insurance does not cover something, you will need to pay for the service in full prior to seeing the provider. If you have insurance and are unsure if your services will be covered, please call your insurance carrier prior to your appointment. This number can usually be found on the back of your insurance card.

You will receive a bill after your appointment for charges that your insurance company did not pay or you still owe. If you have questions or concerns about your bill, you can call customer service at 1-800- 238-0505.

What happens if I can not pay for my health services?

If payment is not received within payment due dates, phone calls and letters from a patient account representative will be sent reminding you of payment for your health services.

If payment is still not received, a notice will be sent informing you that your bill will be sent to a collection agency. This may affect your credit report.

In non-emergency situations, Dartmouth-Hitchcock may discontinue care for patients that do not attempt to pay their bills or can not be contacted.