

Waldo County General Hospital is committed to fulfilling our mission to be the B.E.S.T. in providing quality and compassionate health care services to you. To ensure the success of our commitment, we must be financially responsible. Our goal is to receive payment for services rendered in the most efficient, timely, and patient friendly manner possible.

We also understand that billing and collection processes for health care services can be confusing. We have created this brochure for you in an effort to help you understand these processes.

The Registration Process

Providing us with accurate and complete information during the registration process is vital in ensuring that your hospital bill will be processed correctly and timely.

We will ask you to sign forms that authorize release of information, assign insurance benefits to the hospital, and explain our privacy policies.

Physician's Order Form - If your physician is referring you to the hospital to receive services, it is essential that you bring the physician's order with you for registration. Services may be delayed without a physician's order.

Health Insurance Card - Please have a current copy of your health insurance card available for photocopying. We ask for this card at each visit to ensure we have your most current information when we bill your insurance company.

Before your visit to the hospital, please review your health insurance plan booklet or call your insurance company to clarify your specific benefits and requirements. Many insurance plans require prior approval before services can be covered. As a routine practice, the hospital collects co-pays and deposits at the point of registration.

The Billing Process

If You Have Insurance

We will bill your insurance company shortly after health care services have been rendered. This billing is based on the information you provided us during your registration process. Once your insurance company has processed this bill, they will send you a summary statement or Explanation of Benefits (EOB) statement. This statement will show the insurance company's payment to the hospital and the portion that is your responsibility. This statement is NOT a bill.

Shortly after you receive the insurance company statement, you will receive a bill or "data mailer" from the hospital for the amount owed by you. This amount is due within 30 days of the statement date.

If you are unable to make payment in full or the minimum monthly amount due as shown on the data mailer, contact our Customer Service Reps at 338-9308 to make payment arrangements.

If You Do NOT Have Insurance

We will bill you shortly after health care services have been rendered. This billing is based on information you provided us during your registration process. We will send you an itemized bill showing the individual charges for the health care services you received. This bill is due within 30 days of the bill date.

If you are unable to make payment in full, contact our Customer Service Reps at 338-9308 to make payment arrangements. Interest free extended payment options are available.

Discounts

If you do not have insurance and make payment in full to the hospital within 30 days of the itemized bill date, then you are eligible to deduct 3% from the total amount due.

For your convenience, we accept cash, personal checks, debit cards, money orders, Visa, MasterCard, Discover and American Express.

Interest free extended payment options are available.

Free Care and Financial Assistance Programs

The hospital uses the federal poverty income guidelines issued by the U.S. Department of Health and Human Services to determine eligibility for free care.

To determine qualification for our free care or financial assistance programs contact our Customer Service Reps at 338-9308 or 930-2546 or e-mail: custservice@wcgh.org

Physician Billing

Many physicians are independent contractors and are not employed by the hospital. Professional fees charged by these physicians for services provided to you will be billed by the physician separately from the fees charged by the hospital.

Physicians that may bill you separately include:

- Primary Care Physicians
- Specialty Care Physicians
- Pathologists
- Radiologists

Our Mission:

**To Be The Best
Better
Empathy
Service
Teamwork**

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www.wchi.com

Customer Service

Phone (207) 338-9308
Fax (207) 338-9380
Monday – Friday
8:00 am to 4:30 pm
custservice@wcgh.org



Waldo County
General Hospital
MaineHealth

A Guide To Hospital Billing



Including:
Searsport Health Center
Arthur Jewell Community Health Center
Donald S. Walker Health Center
Lincolnvile Regional Health Center
Stockton Springs Regional Health Center



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