



Processing Your Bill

If you have current insurance coverage, the hospital as a courtesy will bill your insurance carrier shortly after healthcare services have been rendered. While we will attempt to provide all information and paperwork to your insurance company, sometimes they require a response from you to resolve issues related to your account or insurance coverage. If your health plan has not made a payment within a reasonable period of time (usually 60 days after billing) and has not responded to our attempts to resolve payment matters on your behalf, the balance may become your responsibility.

If you do not have insurance, please contact the Patient Financial Services Department at (719) 530-2475.

Payment Options

For your convenience, Heart of the Rockies Regional Medical Center accepts cash, personal checks, debit cards, money orders, Visa, MasterCard and Discover. Payment plans, loan processing and financial assistance may also be available

You may pay your bill online (with Visa, MasterCard or Discover) at hrrmc.com, mail in your payment, or submit it at the hospital's cashier window.



HRRMC's Patient Financial Services Department will work with you to answer your billing questions, set up a payment plan, or qualify you for government-sponsored programs. A Patient Financial Services representative can be reached at 719-530-2475.



HEART OF THE ROCKIES
REGIONAL MEDICAL CENTER

The heart of healthcare

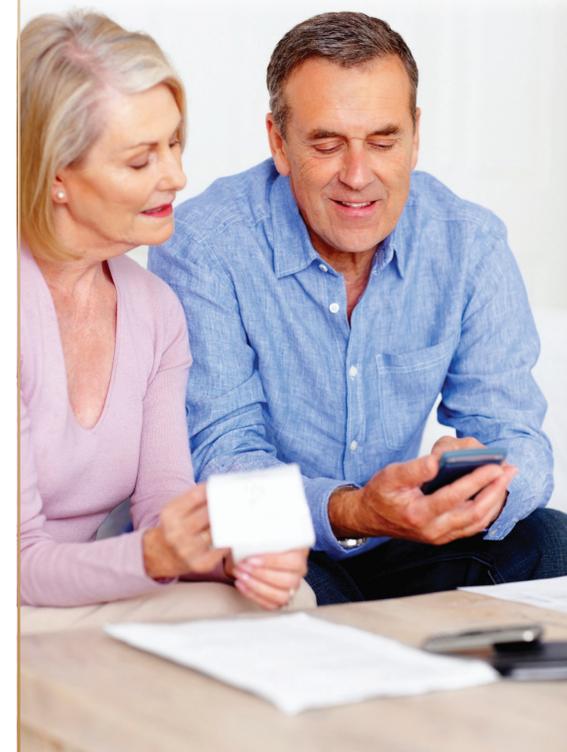
1000 Rush Drive, Salida, CO 81201

hrrmc.com



HEART OF THE ROCKIES
REGIONAL MEDICAL CENTER

UNDERSTANDING YOUR HOSPITAL BILL



UNDERSTANDING YOUR HOSPITAL BILL

We understand that billing for healthcare services can be confusing. Heart of the Rockies Regional Medical Center has created this brochure to answer your questions about hospital billing and clarify who may send you a bill and how to contact them after you have had services performed here at the hospital.

Estimating your charges

Prior to your services, you may contact HRRMC's Patient Financial Services Department at (719) 530-2475 for an estimate of charges. Because treatment plans may change during your stay, it is difficult to know your final total charges at the time of admission or discharge from the hospital. It is possible that charges may be added to your account after discharge. We will ask for payment of the known patient portion of your bill prior to or at the time of your service. This includes deductibles, co-pays and/or coinsurance amounts.

Financial Assistance Policy

No patient will be denied medically necessary treatment on the basis of their ability to pay for such services. HRRMC will provide financial assistance (charity care) to qualified patients who are uninsured or underinsured and do not have the financial means to pay for hospital services.

For a copy of HRRMC's Financial Assistance brochure, please call 719-530-2475 or visit www.hrrmc.com, click on the Patients & Visitors tab, then select Financial Assistance Policy.

What does the hospital bill include?

Your hospital bill may include the following charges:

- Room (which includes nursing care)
- Pharmacy
- Supplies
- Laboratory tests
(Pathologist fee is billed separately)
- Operating room services
(Anesthesia fee is billed separately)
- Recovery room
- Respiratory services
- Radiology – diagnostic
(Radiologist fee is billed separately)
- EKG/EEG (and other tests)
- Physical, Occupational and Speech Therapy
- Infusion Clinic
- Emergency Department Services
- Emergency Physician Services



Doctors' Bills/Other Providers' Bills

HRRMC's hospital bill does not include fees for specific physician services and anesthesia. Because your treatment may include the services of an anesthesia provider, surgeon, and other physician specialists, you will receive a separate bill from these providers. If you have any questions regarding any of your care invoices, please call the telephone number printed on the invoice or the numbers below.

Monarch Anesthesia

(Fee for anesthesia provider)

Anesthesia Billing, Inc. (ABI) • 1-800-835-2231

Pathologist

(Physician fee for pathology [lab] services)

APS Billing, LLC • 1-800-288-8325

Pathology (Lab)

CLS Billing Services, Inc. • 1-800-541-7891

Radiologist *(Physician fee for radiology services)*

Heart of the Rockies Radiology PC

First Professional Services

1-970-663-2742 • 1-800-462-0975

HRRMC Physicians

(Fee for HRRMC-employed physicians)

719-530-2475