



## Patient Billing and Payment Policy Information

**IF YOU DON'T HAVE HEALTH INSURANCE** To find out if you may be eligible for government healthcare programs or assistance under the hospital's charity care or discounting policies, please call the Public Benefits Coordinator at 972-420-1035.

**CHARITY CARE** If you are not eligible for coverage under governmental health care programs and your financial condition is such that you are able to pay for hospital services, you may be eligible for assistance under the hospital's charity care program. To apply for charity care, you must complete a financial assistance application, provide requested financial verification documents and be screened by a financial counselor to determine eligibility. If determined eligible for assistance, you may receive needed services at no charge or at a discount amount. Charity Care discounts are applicable for emergency or non-elective services. Motor Vehicle and Third Party liability visits are not eligible for the uninsured discount.

**DISCOUNTING POLICY FOR UNINSURED PATIENTS** The hospital provides an Uninsured Discount off the total bill for hospital services if you are uninsured, do not qualify for coverage under government health care programs or for charity care under the hospital's charity care policy and have no other means of reimbursement such as auto insurance or third party liability. The discount applies only to the bill for hospital services, and not to any doctor or professional bills related to this care.

**IF YOU HAVE HEALTH INSURANCE** Depending on your health insurance coverage, you may be personally responsible for payment for hospital services and for services provided by your doctor or other health care providers. Please contact your health plan to confirm benefit coverage, deductibles, co-payments, co-insurance and other plan provisions that may impact your responsibility of payment.

**INTEREST CHARGES** If you are personally responsible for payment for all or part of the bill for hospital services and you are not able to pay the amount due prior to or at the time of service, please call Patient Account Services at 1-866-656-8783 after you have received your bill in the mail and for information on payment plans.

**DISCLOSURE OF PARTICIPATION IN HEALTH PLAN NETWORK** You have the right to request a written disclosure at the time you are first admitted to or treated that provides confirmation whether the hospital is a participating provider under your health plan. If you receive services in the emergency department or admitted on an emergency basis, you will receive a written disclosure concerning the hospital's participation in your health plan before you are discharged. Some facility-based doctors at the hospital, such as, emergency room doctors and anesthesiologist, and other health care providers may not be in the same health plan network as the hospital and may not be in your health plan's network. This may result in more out-of-pocket expense for you. You may request a listing of facility-based doctors who practice at the hospital. Please call Medical Staff Services at 972-420-1507 to request a listing. You also may request information from these doctors on whether they have a contract with your health plan and under what circumstances you may be responsible for payment of any amounts not paid by your health plan. Please contact your health plan to verify if the doctors or other health care providers who will be treating you are in the plan's network.

**REQUESTING ITEMIZED STATEMENT** You have the right to receive a free copy of your itemized billing statement of hospital charges for services if the request is made within one year from the date of discharge from the hospital. Once requested an itemized bill will be mailed within 24 hours. Please call the Customer Service Department at 866-656-8781 to request a statement. You may access your account online at [www.lewisvillemedical.com](http://www.lewisvillemedical.com) and click on the "Pay/View Bill Online" Quick Link. To access your account over the phone 24 hours a day, 7 days per week call 1-866-656-8783. Both require the patient's account number, date of birth, and the last 4 digits of the patient's social security number. You may email [HCA.CustomerService@HCAHealthcare.com](mailto:HCA.CustomerService@HCAHealthcare.com) for any billing questions.

**PATIENT COMPLAINTS** If you have questions or concerns about hospital charges for services or care received at the hospital, please call the Patient Account Service Center at 866-656-8783 for assistance. If you would rate your registration experience less than 5 stars, please contact the Patient Access Director at 972-420-1851.

