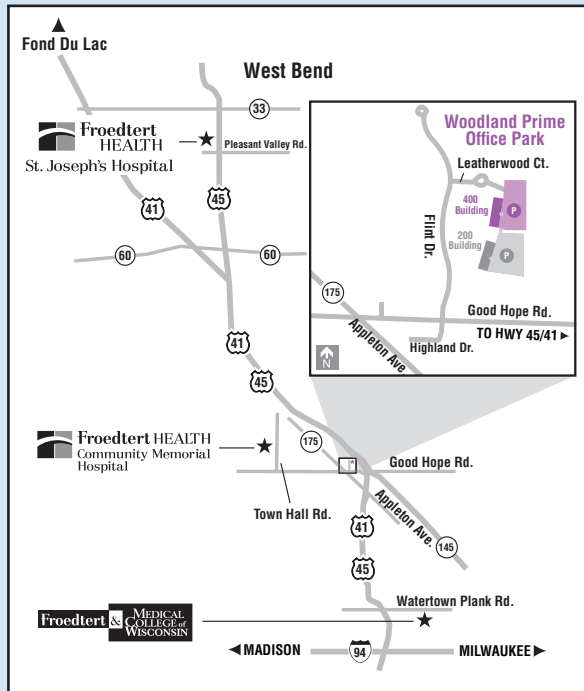


PATIENT FINANCIAL SERVICES

Froedtert Health Patient Financial Services is available to assist you with any questions concerning your hospital bill. We are located in the Woodland Prime Office Park in Menomonee Falls.*

Froedtert Health Corporate Center
400 Woodland Prime
N74 W12501 Leatherwood Court
Menomonee Falls, WI 53051

800-466-9670



WALK-IN HOURS

Monday–Friday: 8 a.m. – 4:30 p.m.

CUSTOMER SERVICE

Extended Telephone Hours : 800-803-8155

Monday–Thursday: 8 a.m. – 8 p.m.

Friday: 8 a.m. – 5 p.m.

Saturday: 9 a.m. – 1 p.m.

**Payments are also accepted at Froedtert Hospital or online at froedtert.com*

 **Froedtert
HEALTH**
Froedtert Hospital

9200 W. Wisconsin Ave.
Milwaukee, WI 53226

froedtert.com

FHGUIDETOHOSPITALBILL011095000

A GUIDE TO YOUR *Hospital Bill*



 **Froedtert
HEALTH**
Froedtert Hospital

FROEDTERT HEALTH BILLING AND PAYMENT PROCEDURES

Froedtert Hospital is pleased to provide this information to help you understand our patient billing process.

Froedtert Hospital is committed to fulfilling our mission of providing the highest quality care. To ensure the success of this commitment we must be financially responsible.

We take a positive and proactive approach to patient billing and collections with the goal of receiving payment for services rendered in the most efficient, timely and customer-friendly manner possible. Froedtert Hospital accepts responsibility for providing you with the best value in medical services. We ask that you accept responsibility for paying for those services in a timely manner. You will be required to sign Condition of Admission form regardless of any insurance coverage you have.

We do understand billing and collection for health care services can be confusing. To assist you in understanding these billing services and to answer any questions you may have in advance, please review the following material.

Financial Counselors

Financial counselors are available to answer your questions regarding programs for which you may qualify if you are uninsured or underinsured.

They can help you determine if you are eligible for financial assistance programs and will provide you with the necessary information to apply for those programs.

Please call **800-466-9670** to be connected with a financial counselor.

Processing Your Bill with Your Insurance

If you have current insurance coverage, the hospital will bill your insurance carrier shortly after health care services have been rendered.

As a convenience to you, we will only send you a billing statement after your insurance company has paid and there is a balance due from you, or in the event we are unable to obtain payment from them.

It is essential for you to know if your insurance requires pre-certification in order for payment to be made for your services. If pre-certification is required, please inform your physician immediately upon arrival so there will be no delays in processing your registration and/or admission to the hospital.

If You Don't Have Insurance

If you do not have insurance, you will be given an estimate and asked to prepay the estimated cost prior to receiving services.

If the actual charges are greater than the estimate, a bill will be mailed shortly after services are rendered requesting payment of the balance due. If the actual charges are less than the estimate, you will be mailed a refund.

Froedtert Hospital accepts Visa, MasterCard and Discover.

Financial Assistance Program

The Froedtert Health Financial Assistance Program is designed to assist patients who are unable to pay their hospital bills.

Patients who qualify for the program will receive care with no obligation or discounted obligation to pay for services. A simple application must be completed in order to apply for the Financial Assistance Program. Froedtert Health determines eligibility based on income, assets and family size.

Patients are responsible for providing information requested during the qualification process and will continue to receive bills until eligibility has been determined.

Please ask a financial counselor or customer service representative for more information about this program.

Other Bills You May Receive

The bill you receive from Froedtert Hospital will only contain charges for services provided by the hospital.

Physicians are not employed by the hospital. Professional fees charged by physicians for services provided to you will be billed by The Medical College of Wisconsin. If you have questions about your Medical College bill please call **800-242-1649**.

If you have additional questions about understanding your hospital bill, please contact Patient Financial Services at **800-803-8155**.