


PATIENT IDENTIFICATION LABEL	 <p>Penn Medicine Chester County Hospital</p> <p>Patient Billing Information The Wound Care Center</p>
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The Wound Care and Hyperbaric Medicine Center serves as a hospital outpatient clinic where doctors and nurses treat patients with wounds that they may have had for a long time. **Visits to the center will result in charges from both the hospital and doctor.**

Many times these visits will only result in a charge for a procedure such as a **wound debridement**, but sometimes they may also include a clinic visit. Sometimes, there may be charges for hyperbaric oxygen therapy, laboratory tests, x-rays, and other services that may be performed in-the hospital. We also have services that may be pre-authorized. These services are discussed with you and then placed in the pre authorization process. **(Pre-authorization does not always indicate the procedure will be approved. This will be discussed before the start of any procedure.)**

Please make sure to check with your insurance provider on hospital based wound care and hyperbaric medicine services. All plans are not the same, and we ask that you contact your insurance provider for specific needs related to wound care and hyperbaric medicine services. This will help you understand anything that may be needed during your treatment process. For example, wound debridement can be categorized and labeled by your insurance provider as a surgical procedure or OR minor. This does not mean you had surgery. This is how your insurance provider categorizes wound debridement.

We understand this can be a confusing and difficult time during the treatment process. The Staff at Penn Medicine wound care and hyperbaric medicine Chester County is here to make sure you have the best path for questions to be answered during your course of treatment. Please do not hesitate to ask a question regarding the treatment process. For all billing related questions please contact **1-800-406-1177**.

THE HOSPITAL:


When the hospital bills your insurance company(s) for the services you received at the Wound Care Center, the bill contains charges for what is called the **technical component**. This fee includes the use of the Wound Care Center’s staff, room, equipment, etc. as well as any supplies that were used. You may also see laboratory charges, radiology (x-ray) charges, and other additional services if they were provided during that billing period. Example: The procedure may read as hospital treatment room, OR minor or Outpatient surgery. This is what your Insurance provider chose to name that specific procedure that was completed.

THE DOCTOR:

Each doctor that sees you and treats you will bill separately for their services. Most of the time, this bill will come from his or her office, but hospitals may bill for the doctor’s charges. These charges will be for the **professional component** and includes only the services that the doctor provided.

The Wound Care Center’s doctors are specially trained in providing wound care and the insurance companies know to pay for only one set of services by the codes used on the bill sent to them. They will pay a portion of the service to the hospital and a portion to the doctor. **You will not be billed twice for the same service** even though the description of the services may be the same.

OTHER DOCTORS:

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There are different specialists who may be called in on your case, depending on the difficulty of your wounds, and they may submit a bill as well. These may be from the Pathologist for the professional component of the laboratory tests performed, or the Radiologists for the services rendered when x-rays were performed, etc.

These billing practices are consistent within all departments of the hospital as well as within the hospital industry. In addition, these billing procedures are frequently audited by Medicare/Medicaid and accepted as standard practice.

IF YOUR PRIMARY INSURANCE IS MEDICARE OR MEDICAID:

The hospital will bill Medicare/Medicaid and may send you a courtesy copy of your itemized bill upon request. Medicare/Medicaid will notify you when they have paid their portion of your hospital bill. If you have a secondary insurance, the hospital will also send them a bill for their portion and that company will contact you to let you know when and what they paid to the hospital. After payments are received by either your primary and/or secondary

IF YOUR PRIMARY INSURANCE IS AN INDIVIDUAL/GROUP PPO OR HMO:

The hospital will bill your insurance company. You will be responsible for any deductible and/or co-payment amounts. Insurance verification will take place to help us identify your appropriate co-payment amounts. The wound care team will aid to identify any cost that may be associated with services. Please make every effort to contact your insurance provider to verify.

(Insurance, any outstanding balances will be your responsibility. This payment is necessary since the services were performed at a hospital outpatient department. Example: Co-payments or deductibles must be met in accordance with primary and secondary insurance providers. Please make sure to contact your insurance provider to verify any deductible or co-pay for services.)

IF YOU DO NOT HAVE INSURANCE COVERAGE:

Many hospitals require a payment (either in full or partial) at the time of the visit. If you are unable to pay, many hospitals will work with you to determine if you qualify for some type of assistance or will allow you to set up a payment plan. The Wound Care Center can refer you to the hospital’s Business Office as needed. You can be seen as a “self-pay” case while these arrangements are being made.

Cancelations:

Once the physician has made the care plan. Appointments for the care plan are set by the physician. Please make sure to do all you can to make your scheduled appointment. Notice of cancelation must be provided within 24-hours. Failure to provide a 24-hour notice will result for other patient needs with our skilled team to be missed. Your wound care appointment is very important and we make sure to have this service always ready for your needs.

The Financial Assistance Program can be contacted at 610-431-5124

IF YOU HAVE QUESTIONS REGARDING YOUR BILLS/STATEMENTS:

Please call the hospital’s Business Office at **1-800-406-1177**. Hours of operation are usually between 9:00 am and 4:30 pm (Monday thru Friday)

Patient Signature: _____ Date: _____ Time: _____

Witness Signature: _____ Date: _____ Time: _____