

# Coastal Health & Wellness (CHW) Financial Guide

## Information that ALL PATIENTS need to know:

### PAYMENT OPTIONS & BILLED CHARGES

The Clinic accepts CASH, CHECKS, CREDIT CARDS (Visa, MasterCard, & Discover) and MONEY ORDERS. If you are uninsured, a nominal fee or deposit is requested at the time of service; and any remaining charges, based on your discounted rate, will be billed to you.

### MAILED CHARGES

The Billing Office will mail you a statement of your account balance each month. If you have any questions about your bill, contact the billing office immediately at **(888) 354-4767 ext. 1**. The billing office is open Monday through Thursday from 8:00 to 5:00 p.m. and Friday from 8:00 a.m. to 4:00 p.m.

### PAST DUE ACCOUNTS

Your bill is past due if it is not paid in full within 30 days from the date you receive your bill. If you are unable to fully pay your bill, contact the billing office, at **(409) 938-2234**, to discuss a payment plan. Past due accounts may be referred for suspension or termination of clinic services.

## MEDICAID PATIENTS

- Each time you arrive at the clinic, present your **Medicaid Form and a picture ID**.
  - Medical, Counseling and Dental (under age 21), No charge
  - Dental (21 – years and over) - a nominal fee or deposit is requested at the time of service; and your remaining charges, based on your discounted rate (if applicable), will be billed to you. Unless you are covered by Medicaid for dental services.
- If the CHW Clinic is not listed as your Primary Care Provider (PCP), we cannot see you as a patient; however, we can assist you in changing your PCP to CHW.

## MEDICARE PART B PATIENTS

- Each time you arrive at the clinic, present your **Medicare Card and a picture ID**.
  - Medical – NO CLINIC FEE
  - Counseling - NO CLINIC FEE
  - Dental – a nominal fee or deposit is requested at the time of service; and your remaining charges, based on your discounted rate (if applicable), will be billed to you.
- You are responsible for 20% of the Medicare Allowable charges; however, you may request financial screening for to see if you are eligible for a discounted rate.
- If the CHW Clinic is not listed as your Primary Care Provider (PCP), we cannot see you as a patient; however, we can assist you in changing your PCP to CHW

## INSURED PATIENTS

- Each time you arrive at the clinic, present your **Insurance Card and a picture ID**.
- Co-payment will be due at the time of service; if you have no-copy, a \$50.00 deposit will be required before services are received if deductible or any out of pocket amounts have not been met.
- Your insurance company sets the amount of your co-payment and deductible.
- After verifying your insurance coverage, the Clinic will bill your insurance company.
- You are financially responsible for services not covered by your insurance company; however, you may request financial screening to see if you are eligible for a discounted rate
- If the CHW Clinic is not listed as your Primary Care Provider (PCP), we cannot see you as a patient; however, we can assist you in changing your PCP to CHW.

## SELF-PAY / UNINSURED PATIENTS

You must be financially screened to determine your eligibility for discounted health services. If you are uninsured and do not wish to be financially screened, you will be responsible for 100% of charges. For financial screening, please provide proof of ID, and Income and submit an *Application for Discounted Services*. Also, ask about special programs for women and children.

- Self-pay and Uninsured patients - a nominal fee or deposit is requested at the time of service; and any remaining charges, based on your discounted rate (if applicable), will be billed to you.