

Patients & Visitors

Billing and insurance

Shannon Medical Center works hard to give its patients high-quality, cost-conscious and professional service in a caring atmosphere. If you have questions about any of our business services, please contact a patient representative at **325.657.5307** for assistance.

Billing standards

Every patient has the right to receive an itemized statement. Please tell the registration assistant that you would like to receive an itemized statement. The business office will send the statement to you approximately 10 days after you have been dismissed from our facility.

Payment of deposits, co-pays and deductibles will be requested at the time of service. If you are unable to pay in full, monthly payments can be made according to the schedule below based on the overall amount due.

<u>Total Balance</u>	<u>Monthly Payment Due</u>
\$0.00 - \$500.00	\$40.00
\$500.01 - \$1,000.00	\$80.00
\$1,000.01 - \$1,500.00	\$125.00
\$1,500.01 - \$2500.00	\$200.00
\$2,500.01 - \$3,500.00	\$275.00
\$3,500.01 - \$4,500.00	\$350.00
\$4,500.01 - \$6,000.00	\$450.00
\$6,000.01 and above	\$500.00

Guarantors are the people responsible for paying the hospital bills. Bills for all accounts will be sent to the guarantor every 30 days. If you are receiving more than one statement, please call **325.657.5307** so we can assign all of your accounts to one guarantor number.

Medicare patients

Shannon will bill Medicare for all services you receive. Medicare requires the hospital to ask questions regarding other insurance coverage to ensure Medicare is your primary insurance. Secondary, or supplemental, insurance will be billed at the same time as Medicare. Your insurance company may request a copy of the Medicare Explanation of Benefits before paying benefits. If you have questions, please contact us at **325.657.5307**.

Group health insurance

Precertification is often required by your insurance company prior to services. The information should be noted on the back of your insurance card. Please allow us to copy the front and back so we may help with your precertification and verification of coverage and benefits.

Medicaid

If you receive Medicaid, please bring your current Medicaid card. All services will be billed to Medicaid. You will not receive a statement, or request for payment. Please notify us at **325.657.5307** should you receive a statement so we may correct our records.

Workers' compensation

Forms and information about your care will be sent to your employer's workers' compensation plan. Your employer will be billed if he or she has opted out of the Texas Workers Compensation program. You will not be billed for services verified by your employer as work-related. Notify us at **325.657.5307**.

Self-pay or no insurance

If you do not have insurance coverage, Shannon provides financial counselors to help you apply for local, state or federal programs to help you pay your medical bill. The financial counselors are located in the Registration Department on the first floor of the hospital. They can be reached by dialing **325.657.5696** or **800.313.9267**.

Shannon Medical Center Charity Care program and policies

As a part of its mission, Shannon Medical Center provides care to patients without financial means to pay for hospital services. Charity care will be provided to all patients who present themselves for emergent or medically necessary care at Shannon Medical Center in accordance with our Financial Assistance Policy without regard to race, creed, color or national origin. A summary and the complete Financial Assistance Policy as well as the Financial Assistance application are available on our website. Additional information concerning Shannon Medical Center's charity program and how to apply for charity care can be obtained from the Shannon Medical Center's business office by calling **325.657.5307** or **800.330.5241**. Applications for Financial Assistance may be obtained at any of our registration locations or the Business Office, located at 206. N. Main St.

Patient concerns

If you have concerns or questions about your care, please call the Patient Relations Department at **325.657.5000**. After regular business hours, dial the hospital operator. Voicing a concern will not affect the quality of care we provide for you and your family.