

# Frequently Asked Questions about Provider Based Billing

The Carle Cancer Center and the Carle Radiology departments at the Urbana main campus are now outpatient departments of Carle Foundation Hospital. This will change the current billing process for these services to Provider Based Billing. These services were previously Carle Physician Group clinic services.

Depending on one's insurance, you may pay an additional co-pay and/or deductible—one for the physician and one for the hospital.

Below is a list of frequently asked questions regarding the implementation of Provider Based Billing. If you have specific questions regarding your bill, please call **(888) 71-CARLE (712-2753)**.

## **Will patients of the Cancer Center and Radiology still be able to register at the department, or will they need to go to hospital registration?**

Patients of the Cancer Center and Radiology will still register for outpatient services in those respective departments, just as they have been. However, the process at registration may be different than in the past. To make your registration more efficient when you arrive at the hospital, Carle will make every effort to pre-register you prior to your appointment.

## **How will the Carle Foundation Hospital bill and the Carle Physician Group bill be different?**

The Carle Foundation Hospital bill will reflect the hospital charges and the Carle Physician Group bill will reflect the physician fees.

## **Why is Carle changing its billing for these services?**

Provider Based is a national model of practice for integrated health care delivery systems and ensures more appropriate payment for services provided by hospital staff and physicians.

## **Will Medicare or my insurance cover the additional co-pays and any other additional costs?**

You will need to check with your insurance provider. This really depends on the benefit plan you have and whether you have any secondary insurance.

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## **What questions should I ask my insurance company?**

You should ask whether your plan covers an additional co-pay; if you will need to meet multiple deductibles; and if your plan covers facility charges in a provider-based outpatient clinic.

## **Will there be a change in how patients receive care?**

No. You will continue to receive excellent quality care from your physician. Scheduling appointments and tests will be handled as they always have been in the past.

## **I am a frequent outpatient, visiting the Cancer Center or Radiology several times a month. Why do I have to give my personal and insurance information each time I come in for services?**

We are required to validate your personal and insurance information each time you come in for services. This ensures that we have checked in the correct patient which is important for your safety, as well as having accurate insurance information on file to prevent any billing delays or problems after your visit.

## **When does this go into effect?**

Provider Based billing for Cancer Center and Radiology services is effective for services received beginning December 1, 2012.

## **What can I do if I am having trouble paying for services?**

Carle offers a number of options for families struggling to pay their health care bills, including convenient payment plans and free or discounted health care through our Community Care Discount Program. It's our goal to help you understand your financial assistance options and to help whenever possible. Information and applications are available online at [carle.org/communitycare](http://carle.org/communitycare).

**If you have questions, please call a financial services representative at Carle Patient Accounts at (888) 71-CARLE (712-2753).**

