#### **About Our Services**

Patient Financial Services is made up of several departments: Admitting and Registration as well as the Patient Business Office, which is responsible for all billing and collections.

We have opened a patient account in your name where we will record all financial transactions related to your care. If you have given us insurance information, we will submit a claim on your behalf and will keep you informed of the outcome. Note that most doctors are independent practitioners and are not hospital employees or agents. They will bill you and/or your insurance company separately.

If you have questions or concerns, please call the Customer Service phone number on your billing statement. For your convenience, it is also listed on the back of this brochure.

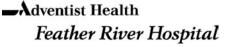
## Financial Assistance Policy

Adventist Health provides charity discounts to eligible low-income patients. If you can't pay part of your bill, please contact our Customer Service Department. We will review your financial situation to determine if you are eligible for financial assistance.

## How To Reach Us

If you have a question about your bill, please contact our Customer Service Department.

Phone:	530 876-7910
Fax:	530 876-7952



5974 Pentz Road Paradise, CA 95969 www.frhosp.org



We know you're here to get better.

Patient Financial Services is here to make the billing process as painless as possible.

#### **Understanding Your Statement**

To help you read your bill, a sample statement is pictured at the right.

Please pay close attention to the "Important Message" box. Our Patient Business Office may use it to provide information or ask you to:

- Contact your insurance company
- Apply for financial assistance
- Contact our billing office
- Make a payment

If you have health insurance, we will bill your health plan and send you a statement. You should only pay your deductible and co-insurance at this time. Once your insurance company has processed your claim, we will send you another statement. You must then pay any unpaid balance.

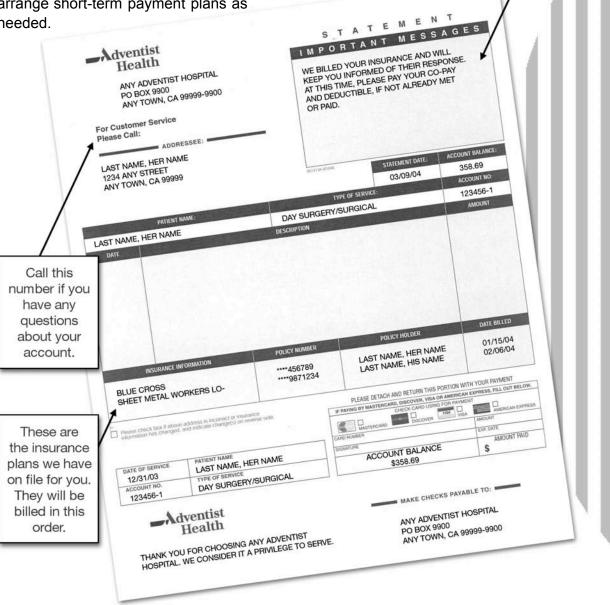
If you do not have insurance, the first statement you receive is your bill.

Full payment is due when you receive a bill requesting payment. If you need to make other financial arrangements, please call our Customer Service Department.

# **Paying Your Bill**

Our financial counselors can help you figure out your insurance coverage, apply for government aid or make payment arrangements. We also are happy to provide you with an itemized billing statement. Translation services are available upon request.

We accept VISA, MasterCard, Discover and American Express. We also can arrange short-term payment plans as needed.



This IMPORTANT MESSAGE

will tell you if your statement is

for information only or if

payment is due.