

The Business office is committed to sharing with you information about our billing process for your health-care services or the services for your minor child. We will talk with you about patient expenses and send you a bill in a timely manner. When you register you will be asked for your insurance cards and driver's license and to sign an authorization to bill your insurance.

The Hospital accepts most insurance plans. A hospital representative can assist you with verifying this information with your insurance company. If you do not have insurance coverage, we will send you a bill with information about paying your bill or setting up payment arrangements. However, you may qualify for financial assistance. Please click on the Financial Assistance link for more information.

If you receive care in the Rural Health Clinic you may receive two bills; one for clinic services and one for any outpatient testing that may be completed that day.

The business office is responsible for filing insurance claims and for collecting co-payments, deductibles and other amounts owed by you. Your insurance policy is an agreement between you and your insurance provider. Your copayment and deductible are part of your agreement. Please be prepared to pay the required amounts. Insurance claims are filed based on the information you provide at the time of service. You must notify the business office promptly with any corrections or updates to this information. Most insurance carriers have a claim filing limit from the date of service. If updated information is provided past your carrier's filing limit, then the claim will be filed as a courtesy. However, if the insurance carrier refuses to pay because the filing limit was exceeded, the balance of the bill will be your responsibility.

The office is open from 6:00 a.m. to 4:30 p.m. Monday through Friday, excluding major holidays. For questions regarding a payment on an account or an insurance claim, please call 618-548-3194 option 2, and option 2 again and then select the appropriate option for your insurance.

If your bill is paid within 10 days of your statement date you are eligible for a prompt pay discount of 10% on the balance due.

Payments can be made at the following locations during the times listed below:

Business office -Monday through Friday from 6:00am to 4:30pm;  
Patient Registration -7 days a week 24 hours a day

The hospital accepts cash, check or credit cards (we only accept the Visa or MasterCard). Credit card payments can also be accepted by phone. Please call 618-548-3194 ext 8212.