

YOUR GUIDE TO
BILLING INFORMATION



INDIANA
REGIONAL MEDICAL CENTER

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835 Hospital Road
P.O. Box 788
Indiana, PA 15701-0788
724-357-7000

GENERAL BILLING INFORMATION:

The staff of the Patient Financial Services Department of the Indiana Regional Medical Center is available to answer your questions and concerns from 7:30 AM to 4:00 PM Monday through Friday.

BILLING INQUIRY AND PAYMENT ADDRESS:

Indiana Regional Medical Center
835 Hospital Road
P.O. Box 788
Indiana, PA 15701-0788

Specific billing questions can be directed to:

PATIENT NAMES:

A - E: 724-357-7013
F - K: 724-357-7020
L - Q: 724-357-7022
R - Z: 724-357-8173

You may find it more convenient to use our e-mail address,
billingquestions@indianarmc.org

If we receive your e-mail by 3:30 PM, Monday through Friday, we will respond to your question by 4:00 PM the same day. E-mail received after 4:00 PM will be answered the following business day.

UNDERSTANDING THE BILLING PROCESS:

We ask that patients familiarize themselves with the terms of their insurance coverage. This will help you understand IRMC's charges and billing procedures. **You are required to present all current insurance billing information, so be sure to bring all your insurance identification cards at the time of patient registration.** Your cards are important because they tell us if there is a need for pre-certification or if you are responsible for a co-pay. Payments for co-pays and deductibles are expected at the time of service. All insurance plans are private contracts between patients and their insurance companies. As a courtesy, we will try to verify coverage and obtain payment from your insurance coverage, but final responsibility is yours. Please study your plan carefully and make sure you have met all admission requirements.

FINANCIAL ASSISTANCE:

If you **do not have insurance**, please contact our **Patient Financial Services** at **724-357-7013, 7020, 7022, 8173** or billingquestions@indianarmc.org. We have financial advisors on staff that will provide information on pre-admission deposit requirements, payment plans or eligibility for **Medicaid** or our **I-Care**

Program. We have several different payment plans and financial assistance options available to our patients. For your convenience, we can visit your hospital room with all necessary information and forms you may need to complete before your discharge.

HOSPITAL BILLING SERVICES:

As a courtesy to our patients, we provide a staff of billing specialists to process your insurance claims. IRMC will submit claims to your insurance company and do everything possible to expedite and resolve your claim. However, please be aware that the patient is ultimately responsible for payment of all bills not processed by your insurance company. You may be asked by our billing staff to provide your assistance in resolving any insurance issues. When you register, you will be asked to sign an assignment of benefits form, which enables the medical center to be paid by your insurance carrier.

BLUE CROSS, SECURITY BLUE & MEDICARE CLAIMS:

All three plans are billed directly by our billing specialists. Payment is made directly to the medical center. Any balances not covered by insurance will be due from the patient.

COMMERCIAL INSURANCE:

Our billing specialists will bill both group and individual insurance plans. Unless the account is paid in full, the remaining balance will be the patient/guarantor responsibility.

MEDICAL ASSISTANCE:

You are requested to present your current, active medical card at the time of registration. If you are required to apply for Medical Assistance, we have a trained staff that will guide you through the process.

SELF-PAY ACCOUNTS:

You are asked to pay your bill in full within 7 days of the final billing date. If you are unable to meet these requirements, you may qualify for our I-Care Program of medical assistance coverage. You may also qualify for our payment plan. Please call our billing inquiry location, for additional information.

You may receive other bills from doctors or medical specialists who assisted in your care. These charges may include: EKG Associates, 724-228-3400; Radiological Associates, 800-223-5544; Indiana Anesthesia Associates, 800-583-5512 and Dr. S. Wilson, Pathologist, 724-357-7169.