

Dear Patient:

Thank you for choosing Hillsboro Area Hospital for your health care needs.

Hillsboro Area Hospital (HAH) will partner with our community to continue to be recognized as the leading provider of high quality, affordable and personalized healthcare and wellness services. Therefore, we have an obligation to collect for services in a timely and efficient manner.

### UP-FRONT COLLECTIONS

At registration, paying your self-pay portions including deductibles and/or copays will be requested. For your convenience we accept cash, check, Visa, MasterCard, and Discover credit/debit cards. By discussing this information with patients at registration, worry and anxiety related to their hospital bill is reduced. Please feel free to contact our Financial Counselor at 217-532-4204 or the Billing Department at 217-532-4203 with any questions you may have.

### TRANSLATOR

Language Interpreting Service "Pacific Interpreters" is available at no cost to the patient. Languages available are Amharic, Arabic, Bosnian, Cambodian, Chinese, Farsi, French, German, Hindi, Italian, Japanese, Korean, Lao, Polish, Portuguese, Punjabi, Russian, Somali, Spanish and Vietnamese.

### INSURED PATIENTS

As a courtesy to you we will bill your Health Plan for services rendered when proper information is received. Balances due, including "Usual and Customary Allowances", are due upon receipt of the bill sent to the Patient/Guarantor. In the event your insurance carrier does not release payment within a reasonable time period, we will contact you for payment.

### AUTO INSURANCE/OTHER LIABILITY

The Patient/Guarantor will be responsible for payment of any accounts arising out of any Third Party liability. A statement will be sent to the Patient/Guarantor. Payment in full is expected upon receipt.

### UNINSURED PATIENTS

Payment for services is due upon receipt of the bill. Patients who do not have insurance and do not qualify for Medicaid may be eligible for an uninsured discount under certain terms and conditions. To inquire about this service please contact us at 217-532-4204.

### PAYMENT ARRANGEMENTS

If you are unable to pay the balance in full, payment arrangements can be made by contacting the Financial Counselor. ***A signed Financial Agreement is required.*** Payments must meet the following guidelines:

- Balances less than \$150 require \$25/month minimum payments.

- Balances \$150 - \$500 can be paid in 6 monthly installments.
- Balances over \$500 can be paid in 12 monthly installments.

### FINANCIAL ASSISTANCE PROGRAM

If you are financially unable to pay this bill, you may be eligible for financial assistance under the terms and conditions the hospital offers to qualified patients. To obtain a free copy of our Financial Assistance Policy and/or application please contact us:

- By calling our Patient Financial Counselor at 217-532-4204
- By writing to Hillsboro Area Hospital, 1200 E. Tremont St., Hillsboro, IL 62049, Attention: Patient Financial Counselor
- Copies are available at the Business Office, Registration, Physical Therapy and Emergency Departments
- Or online, please visit our website: [www.HillsboroHealth.org](http://www.HillsboroHealth.org)

No patient eligible for financial assistance shall be charged more than the amounts generally billed for emergency or other medical necessary services.

Unpaid accounts without payment arrangements and not qualified for financial assistance will be sent to an outside collection source after a minimum of 120 days.

## PROVIDERS INCLUDED IN HOSPITAL BILLING

- Emergency Room Practitioners
- Hospitalists
- Pathologists
- Cardiologists for Reading of EKG & Holter Monitors
- Dr. Andrew Ott
- Dr. Jessica Moja
- Dr. Sheila Thomas
- Dr. Blake Little for some sleep studies
- Dietitians

The above Healthcare Professionals will be enrolled in the same insurance plans and networks as the hospital, and the Hospital's Financial Assistance program covers all of the above listed providers for services that are provided at the hospital.

## SEPARATE BILLING

You will receive a separate bill from these providers delivering care at the hospital:

- Springfield Clinic Practitioners
- HSHS Practitioners
- Litchfield Family Practice
- Surgeons/Surgical Practitioners
- Vigilant Anesthesia
- Clinical Radiologists
- Prairie Cardiovascular
- Sleep Study Interpretations
- Ambulance Providers
- Pulmonologists
- Any other providers not listed in the hospital billing section above

Healthcare Professionals providing a separate billing may not be participating providers in the same insurance plans and networks as the hospital.

This may cause greater financial responsibility for you for those services.

The Hospital's Financial Assistance program does **not** cover any providers billing separately.

Questions regarding benefits should be directed to your Health Plan.

If you have questions regarding these separate billings, please contact the Healthcare Professional's offices directly at the number provided on their bill.

If we may be of further assistance to you, please contact:

**Susan Rikli**  
**Patient Financial Counselor**  
**217-532-4204**

The Patient Financial Counselor is available Monday, Tuesday, Wednesday and Friday 8:00 – 4:30pm and Thursday 10am – 6:30pm.

For your convenience we accept cash, check, Visa, MasterCard, and Discover credit/debit cards.



Hillsboro Area Hospital  
1200 E. Tremont Street  
Hillsboro, IL 62049

*Your Front Door  
To a World of  
Healthcare*

**PAYMENT  
GUIDELINES  
AND  
FINANCIAL ASSISTANCE  
SUMMARY**