

## Philosophy

It is the philosophy of West River Health Services (WRHS) to provide medically necessary services to our patients regardless of race, color, creed or ability to pay. To this end, WRHS will extend credit in accordance with sound credit principles. Medical bills that go unpaid increase the cost of healthcare for third party payers and patients who do pay. West River Health Services believes it has an obligation to make every effort possible to collect for services provided.

## Payment Schedule

<u>Balance</u>	<u>Monthly Payment</u>
\$0 - \$200	Minimum of \$50
\$201 - \$300	Minimum of \$60
\$301 - \$400	Minimum of \$65
\$401 - \$500	Minimum of \$75
\$501 - \$600	Minimum of \$80
\$601 - \$700	Minimum of \$85
\$701 - \$800	Minimum of \$90
\$801 - \$900	Minimum of \$95
\$901 - \$1,000	Minimum of \$100
Over \$1,000	Minimum of 10% of account balance

## Where to Call for Billing and Payment Questions

If you have any questions about your statements and wish to visit with one of our financial counselors or the billing representative assigned to your account, please call WRHS Patient Financial Services.

### Business Hours

**7:30 a.m. – 4:30 p.m. Mon. – Fri.**

**Located in the Centennial  
Addition (800) 732-0685**

### **Self Pay, No Insurance (Financial Counselor)**

Last Name Starts With:

**A – Z (701) 567-6156**

**A – Z (701) 567-6152**

### **Medicare/Medicaid/Champus (gov't)**

Last Name Starts With:

**A - L (701) 567-6154**

**M – Z (701) 567-6155**

### **Commercial Ins., Blue Cross/Blue Shield, Workers Comp, VA**

Last Name Starts With:

**A – L (701) 567-6163**

**M – Z (701) 567-6162**

**HME Store (701) 567-6161**

# Billing and Payment Guidelines

The mission of  
West River Health Services is to  
provide comprehensive health and  
wellness services to the residents  
and visitors of the region.



**WEST RIVER HEALTH SERVICES**  
**We're right where you need us.**

**1000 Highway 12  
Hettinger, ND 58639  
www.wrhs.com**

Rev. 12/11

*WRHS is committed to providing the best possible care for you and your family.*

*In addition to caring for your medical needs, we also want to help you understand your financial responsibility as a patient.*

## **Payments Due Prior to Service**

**Payments of deductibles, co-payments and non-covered services are expected at or prior to the time of service.**

Payments may be made by cash, credit card, or check.

## **Your Insurance Information**

You will be asked to provide all insurance/third party payer information. This is usually found on your insurance card. **Please have your insurance cards with you when you come to the hospital or clinic.**

While WRHS will file insurance claims on your behalf, this does not release you from any responsibility for the charges billed to your account. Your insurance contract is between you and your insurance provider.

## **What Does Insurance Pay?**

It is important for you to know your particular insurance plan coverage and the co-pay requirement. WRHS cannot predict which services individual insurers will cover.

Your employer or insurance agent can provide you with coverage information. Details on Medicare benefits are available at your local Social Security office, 1-800-772-1213.

Many insurers limit payments to the “usual, customary, and reasonable payment.”

We do not accept payment limitations from insurance companies with whom we do not participate or have contractual arrangements.

WRHS will allow your insurance company reasonable time to process your claims and remit payment. Usually this is thirty (30) days from our billing date. Please recognize that we have no authority or responsibility with your insurance carrier.

*If you do not have insurance coverage or have balances due after your insurance has paid your claim, you will be responsible to make the appropriate financial arrangements with WRHS. No patient will be denied services based on their ability to pay. Other alternative payment options may also be available to you i.e. WRHS Financial Assistance.*

## **When Will I Receive My Bill?**

**Depending on the services you receive while you are a patient, you may receive statements from the hospital and/or clinic.**

If you have health insurance coverage, you will receive statements after all insurance claims have been processed.

All other statements are generated every four weeks. The status of your account will be noted on each statement.

An itemized statement of your services will be provided to you upon request.

***Thank you for choosing WRHS for your healthcare needs.***