

## Understanding Your Medical Bills

At Burnett Medical Center, we understand the importance of receiving healthcare when you need it, regardless of your financial situation. As part of our mission, we can provide cost estimates upon request to patients prior to services. If you are uninsured or underinsured, our Financial Counselor can work with you to help determine if you qualify for Burnett Medical Center's Community Care Program.

### Payment Options

For your convenience, we take payments over the telephone, in person at Burnett Medical Center or via the mail.

### Community Care Program

Burnett Medical Center is dedicated to making a healthy difference in people's lives. In fulfilling our mission, we offer a Community Care Program to assist patients whose insurance coverage and/or ability to pay is limited. Financial Assistance may be available for medically necessary services. The Community Care Program does not cover certain Specialists who bill for their own professional services rendered at Burnett Medical Center. No person eligible for financial assistance under the FAP will be charged more for medically necessary care than amounts generally billed (AGB) to individuals who have insurance covering such care.

### You may qualify for financial assistance when:

- You meet our program's income/asset guidelines.
- You are uninsured and/or underinsured.
- You have completed a Burnett Medical Center Community Care Application.

Total Household Income	Discount From Gross Charges
Less than 100% of FPL	100% Discount
Between 101% - 150% of FPL	90% Discount
Between 151% - 200% of FPL	75% Discount
Between 201% - 250% of FPL	50% Discount

### Important Billing Information Before Your Visit

Prior to your visit, please check with your insurance company to verify whether you need a referral from your primary care clinic or a prior authorization from your insurance company.

### On the Day of Your Visit

Please bring a current copy of your photo identification, insurance card(s) and any co-payments required by your insurance policy to your appointment.

### After Your Visit

Burnett Medical Center will bill your insurance company for charges related to your visit. After your insurance determines coverage, we will bill you for the remaining balance due. Payment is due upon receipt of your statement. If you are unable to pay the remaining balance in full or believe that your insurance company should have covered the expenses, please contact our Business Office for further assistance. A Collection Agency may be used if balances go unpaid. As part of the Affordable Care Act, there may be insurance coverage available for you and your family. Visit [www.healthcare.gov](http://www.healthcare.gov) to research coverages that you may be eligible for. You may also call our office if you have any questions.

### How do I apply for Financial Assistance/Community Care Program?

- Visit [www.burnettmedicalcenter.com](http://www.burnettmedicalcenter.com) for Community Care program and policies.
- Visit the Financial Counselor Office or any Registration Desk at Burnett Medical Center
- Contact our Financial Counselor at 715-463-7247, Revenue Cycle Manager at 715-463-7232 or Toll Free at 1-800-293-5353, to request an application to be mailed to you.