

Charges Billed Separately

Charges that were billed separately may result in an additional statement from physicians for professional services received at University Health Systems, Inc. If you have any questions, please contact:

TeamHealth (Emergency Physicians)

888-952-6772

University Anesthesiologists

865-588-0880

University Pathologists

800-238-0097

University Radiologists

883-784-0942

University Physicians Association

865-670-6199

LabCorp

865-305-9705

Life just got a bit easier for you with online bill pay!

Our Online Business Office is simple, secure and available to you anytime you need it. Features include the ability to:

- Access and view your updated account information 24 hours a day, 7 days a week.
- Make online payments using your Visa, MasterCard, Discover or American Express.
- View recent payment activity applied to your accounts.
- Update your account when your personal information changes.
- Find answers to your questions and communicate with the business office through e-mail.

Go to UTMedicalCenter.org and click on **Pay A Bill** to enroll and learn more.

The University of Tennessee Medical Center is the home of the Knoxville campus of UT Graduate School of Medicine, UT College of Pharmacy and University Health System, Inc. Together, these entities embody the Medical Center's philosophy and mission to serve through healing, education and discovery.

We Value | Integrity • Excellence • Compassion
Innovation • Collaboration • Dedication

HL0623031 EEO/Title VI/Title X/Sec.504/ADA

UT MEDICAL CENTER

UTMedicalCenter.org

Understanding Your Hospital Bill



UT MEDICAL CENTER

Wisdom for Your Life.

Our Mission | To serve through healing, education and discovery

Health care insurance is complex, and understanding your medical bill can be a challenge. To help you better understand your medical bill, The University of Tennessee Medical Center created this brochure to provide answers to some of the most frequently asked questions.

Our Team

We have knowledgeable team members to assist and educate you through the billing process. From insurance coverage, financial assistance, and estimates, our dedicated team is here to help. If you have questions or need assistance, please call 865-251-4400 or 888-354-4778 to speak with a Patient Account Representative.

Estimates

An estimate of charges with patient responsibility is provided by our financial counseling team or online self-service estimation tool through our website. For insured patients, please call 865-338-3616 and select option 1. For uninsured patients, please call 865-305-7998. Estimates provided only apply to hospital charges and are not a guarantee of final billed charges.

Patient Responsibility

Patient responsible balances are due and collected prior to service. Accepted forms of payment include cash, check, money orders, traveler's checks, Visa, MasterCard, American Express, Discover or an approved payment plan. We offer a variety of repayment options to assist our patients with meeting their financial obligations. Failure to make agreed upon payment may result in your account being referred to an outside collection agency.

Other patient responsibilities include providing complete and accurate information, contacting us with insurance changes, understanding your insurance benefits, and providing information requested by your insurance carrier in a timely manner.

Insurance Coverage

UT Medical Center accepts many insurance plans and offers payment plans on patient responsible balances such as deductible, coinsurance and copayment. For your convenience, we will submit your hospital bill to your insurance on file. Once your primary insurance has processed, any secondary or supplemental insurance plans on file will also be processed. Please contact your insurance regarding coverage and benefits. Charges not paid or covered by your insurance may become your responsibility.

Financial Assistance

UT Medical Center provides both uninsured and underinsured patients financial assistance options for medically necessary health care services provided by University Health Systems, Inc. employed providers. Our Discounts and Financial Assistance Programs include uninsured discounts, presumptive charity, and financial assistance based on Federal Poverty Income Guidelines (FPIG). Our Policy, Application and Plain Language Summary can be found on our website, by calling (865)-251-4400, visiting UT Medical Center's Admission and Patient Registration service desks, or through a written request mailed to UT Medical Center Financial Assistance Program PO Box 32749 Knoxville, TN 37930.

Other Programs

UT Medical Center has partnered with companies who can assist with enrollment into other programs that may provide further assistance with medical expenses. For more information or to see if you qualify, please call the numbers listed below.

- Change Healthcare.....865-305-8258**
TennCare/Medicaid, Disability/Social Security Enrollment
- HealthFund Solutions.....800-304-4005**
Marketplace Insurance & COBRA Enrollment Sponsorship
- MedFinancial.....855-729-6339**
Extended Payment Plan Options through Financing
- Syntriq.....662-237-5094**
Accident or injury, victims of a crime assistance

Itemized Statements

Most hospital insurance payments are not based on itemized charges; therefore, an itemized statement is not routinely mailed to patients. To request an itemized statement of charges, please call 865-251-4400 or email BOCustomerService@utmck.edu and allow up to two weeks for receipt.

For additional billing information, contact the billing office at:

- 865-251-4400
- 888-354-4778
- BOCustomerService@utmck.edu
- UTMedicalCenter.PatientCompass.com