What about my bill?



Legacy Health



Help for billing quest

At Legacy Health, we want

you to concentrate on feeling better instead of worrying about how you're going to pay the bill. The following commonly asked questions and answers should provide the guidance you need to understand our payment process.



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Will the hospital bill my insurance?

Yes, if you are insured and have provided us with your current insurance information, we will submit bills directly to your insurance company with our assignment of benefits so that payment can be made on your behalf. We will also be happy to bill more than one insurance for you. It is important to remember health insurance coverage varies and some services may not be covered.

- We allow 30 days from billing for your insurance to make payment. If your account is not paid within that time, we will ask you for assistance to obtain payment from your insurance company.
- You are responsible for charges not covered by your insurance, including deductible and/or co-payment, which are due at the time of service.
- Your insurance handbook or insurance company can give you more information regarding your benefits.
- Your cooperation in giving complete and accurate information to the admitting personnel at each of your visits will help you get your insurance claim paid quickly.

What if I do not have insurance?

Legacy will provide eligible uninsured hospital patients who receive inpatient or outpatient medically necessary services from a Legacy hospital with a discount from Legacy charges. To determine if you qualify for an uninsured discount, please call Legacy Patient Business Services.

Will I receive an itemized bill for all services received?

In the interest of our environment and cost savings, itemized bills are not automatically mailed to all patients. However, you may request an itemized copy by calling Legacy Patient Business Services.

Deposits

Deposits may be requested at time of service.

Will the hospital bill include charges for physician services?

No, most physicians practicing at Legacy, including emergency room physicians, radiologists, anesthesiologists, surgeons and other specialists, are not employees of the hospital. You may receive separate bills from their private practices.

Notice of Beneficiary Financial Liability

For our Medicare beneficiaries:

Legacy Health is an integrated health care delivery system that includes six hospitals and a number of clinics located throughout the Portland-Vancouver metropolitan area. Some of the clinics are considered "hospital-based" since they share the same licensure with a Legacy hospital. Others are considered "free-standing."

The services or procedures you receive at Legacy's hospital-based clinics may include a facility charge in addition to a physician charge. As the facility charge only applies to hospital-based clinics, you may pay more for certain outpatient services and procedures provided at our hospital-based clinics than you would at our free-standing clinics.

We are sharing this information with you in order to better serve you in your health care decision-making. If you have questions, please call Legacy Patient Business Services.

Will the hospital hold my account if the charges are the result of an injury?

No, Legacy cannot delay charges while liability claims or legal action are pending. Full payment remains the responsibility of the patient. Upon proper authorization, the hospital will make the records available to necessary parties.

What types of financial arrangements are available?

Financial arrangements are available if you do not have insurance or have a balance due after your insurance payment. Our payment options include:

- Payment in full. We accept major credit and debit cards.
- Three equal monthly payments.
- Monthly payments subject to a minimum payment schedule, interest free.

Please call us if you have questions. We're here to help.

Can I pay my bill online?

Yes. Payment for services received at Legacy Health facilities can be made online using our secure payment portal. You may pay your bill online using a major credit card or by authorizing an electronic withdrawal from your checking or savings account. Visit www.legacyhealth.org and choose "Pay your bill" found on our home page.

What if I cannot pay my bill?

As a charitable organization, Legacy provides services free or at a reduced charge to uninsured or underinsured patients who qualify under Legacy's financial assistance program. The program has criteria and clear guidelines to objectively determine who qualifies for free or reduced-charge services.

The amount of financial assistance that a patient receives under Legacy's financial assistance program varies depending upon individual financial circumstances. Patients seeking financial assistance must fill out a simple form before being considered. Please contact Legacy Patient Business Services for more information.

If you are denied assistance and believe the determination does not accurately reflect your current situation, you may appeal the decision. To request an appeal, please submit a cover letter to: Legacy Patient Business Services, P. O. Box 4037, Portland, OR 97208, explaining why you feel the determination was not appropriate, and include further information and clarification.

Call us. We are here to help.

Legacy Patient Business Services Office hours: 8 a.m.–6:45 p.m. Monday–Friday

Phone:

503-413-4048 (Oregon) 360-487-4048 (Washington) or 800-495-7076 (toll-free)

Additional contact information:

Additional contact information:	
Legacy Lab Billing	503-413-4420 360-487-1234 800-854-3697
Legacy Hospice Billing	503-413-4092
Legacy Professional Billing	503-413-3900 360-487-1030 877-295-8702
Patient Relations	
Legacy Emanuel	503-413-2200
Legacy Good Samaritan	503-413-7408
Legacy Meridian Park	503-692-2182
Legacy Mount Hood	503-674-1193
Legacy Salmon Creek	360-487-2496
The Children's Hospital at Legacy Emanuel	503-413-2200
General information	
Legacy Emanuel	503-413-2200
Legacy Good Samaritan	503-413-7711
Legacy Meridian Park	503-692-1212
Legacy Mount Hood	503-674-1122
Legacy Salmon Creek	360-487-1000

The Children's Hospital

at Legacy Emanuel

503-413-2200

Legacy Health strives to make responsible printing and paper choices that minimize our effect on natural resources.

Legacy Patient Business Services

P.O. Box 4037 • Portland, OR 97208 www.legacyhealth.org



EMANUEL Medical Center

GOOD SAMARITAN Medical Center

MERIDIAN PARK Medical Center

MOUNT HOOD Medical Center SALMON CREEK Medical Center THE CHILDREN'S HOSPITAL Legacy Emanuel

LEGACY MEDICAL GROUP

LEGACY LABORATORY

LEGACY RESEARCH

LEGACY HOSPICE

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