

## **Little Company of Mary** **Billing Information Sheet**

The **Providence-Little Company of Mary Service Area** provides a combined Business Services Office that serves the patients of **Little Company of Mary Hospital-Torrance and Little Company of Mary-San Pedro Hospital**.

### **Business Services Office**

Office Hours: Monday - Friday, 8:00 a.m. to 4.30 p.m.

Address: 4180 W. 190th Street Torrance, CA 90504

Phone: 1-310-303-7400

Voice message service is available for all after hour calls. Calls will be returned *the* following day.

### **What are the steps in the billing process?**

#### **Claim is Billed by Hospital**

If you have provided your insurance carrier information at *the* time of registration, the hospital will bill your medical *claims to* your insurance carrier. If you have not provided insurance information, please contact the Business Services Office, or your account will be considered as self-pay, and we will look to you for payment.

#### **Self-Pay Patients**

Little Company of Mary strives to charge all patients equitably, and we provide a permanent discount from billed charges for our self-pay patients. This discount, which represents an average of what insurance companies and Medicare pay us, will be displayed on your initial billing. You need only pay the net balance indicated on your statement. If you are unable to pay your self-pay billing in full, please contact a patient account representative to make payment arrangements or to discuss programs to assist you in paying the bill. When you register as a self pay patient, you are representing that you do not have any health insurance, or health insurance that covers the procedure/test/service you are receiving. Accordingly, we will not bill any insurance as a courtesy to you, nor will we supply **you** with a claim form for you to bill directly.

#### **If Payment Is Delayed**

**For PPO and Commercial insurance types** - If payment has not been received after 45 days from billing, we *will* notify you by letter of your account status and request your assistance in obtaining payment. For any questions or concerns, contact your Patient Account Representative At the number listed on the letter.

**For Medicare, Medi-Cal, HMO and Worker's Comp insurance-** The hospital will follow *up directly with* the insurance carrier. This *process may* take *several* months.

#### **Receipt of Billing Statements**

If your insurance carrier pays in full, you **WILL NOT** receive any bill or statement from the hospital.

### **If Insurance Company Pays and a Balance is Due**

If a balance is due from you after the insurance has paid your claim, you will receive a statement from the hospital that indicates the amount paid and the amount due. This statement will request prompt payment. You should also receive an explanation of the amount paid and the amount you still owe from your insurance carrier.

### **If Insurance Company Denies Claim**

Upon the receipt of a claim denial by your insurance carrier, the hospital will look to you for payment. A letter will be mailed to your address, advising you of the denial and requesting prompt payment. You should receive a denial notification from your insurance carrier. If you feel the denial is in error, you must appeal directly to your insurance carrier.

### **What if there is a dispute with my bill?**

It is very important that you keep in touch with your Patient Account Representative when there are payment disputes. The Representative has discretion to hold bills from being sent for collection as long as dialog toward resolution is maintained.

### **Will I receive more than one bill for my medical services?**

Please note, you may receive more than one bill for services received at the hospital. Charges for ***Hospital Based Physicians*** are billed separately from ***the Hospital*** bill. These normally include bills for Radiologists, Anesthesiologists, Pathologists, Emergency Room Physicians, etc. A list of these hospital based physicians and/or physician groups with telephone numbers is attached for your convenience.

In addition, your attending physician and other specialists who treated you will bill you separately.

### **If you would like to know which physicians treated you?**

If you receive a bill from a physician or physician group unfamiliar to you, and you would like to verify that you received services, please call the Business Services Office.

### **How can I get an itemized statement?**

If you would like to receive an itemized statement detailing the hospital charges, it will be provided upon your request by calling the Business Services Office.

### **What methods of payment do you accept?**

The hospital does accept VISA, MasterCard, Discover, American Express, JCB, personal checks and cash. Additionally, we offer payment plans, which can be arranged by contacting the Business Services Office.

### **What if I have other questions?**

At any point if you have additional questions or concerns, we encourage you to contact the Business Services Office or your Patient Account Representative. Our staff will be happy to answer your questions and update you on the status of your account.

**We at Little Company of Mary are proud of the healthcare services we provide to our community and we THANK YOU for choosing us.**