



## Billing and Payment Information Spring/Summer 2010

### Paying for Services and Medications

Beginning this spring, we are phasing in a new payment system, clinic-by-clinic. Our goal is to be able to accept payment at the time of service everywhere by late summer 2010.

Until the payment system is available in your medical center, we will not be able to accept payment at time of service. Depending on your health plan benefits and the services and products you receive at the time of your visit, you may also be billed and responsible for cost shares in addition to your copayment.

- **Patient handout:** There is a handout available — “Paying for Today’s Services and Medications” — which provides a simple way for you to note the date of your visit and copayment, if any.
- **Itemized list:** For prescriptions picked up at the pharmacy, you will receive a print-out that lists each item and price. These costs will also be billed.

### A Few Notes About the Billing Process

Bills are typically mailed 2 to 4 weeks following your visit, after service details are processed and any other insurance or Medicare has been contacted. Bills may include services and products for more than one visit. In some cases, the sequence of bills may not match the dates of service.

When you receive a bill, you have several payment options:

#### 1. Pay by Mail

- Detach the payment coupon from the bill.
- Include a check, money order, cashier’s check, or credit card information. We accept Visa, Master Card, and Discover cards.
- Use the postage-paid envelope we are including during this transition.

#### 2. Pay by Phone With Credit Card

- We accept Visa, Master Card, and Discover cards.
- Call Monday through Friday, 8 a.m. to 5 p.m.
- To pay bills for copays, cost shares, and prescriptions, call Patient Financial Services at 206-901-7103 or 1-800-442-4014, option #2.
- To pay membership dues or monthly premium, call Cash Receivables Customer Service at 206-448-5116 or 1-866-537-6133.

#### 3. Pay via Your Bank’s Online Bill Pay Service

- Include the bill identification number or group number (from the bottom of your bill) and the patient’s full name.
- To pay bills for copays, cost shares, and prescriptions, send payments to: Patient Financial Services, P.O. Box 34283, Seattle, WA 98124-1283.
- To pay membership dues or monthly premium, send payments to: Membership Dues, P.O. Box 34581, Seattle, WA 98124-1581.

**If you are having difficulty paying copays, cost shares, or prescriptions,** call Patient Financial Services, Monday through Friday, 8 a.m. to 5 p.m., at 206-901-7103 or 1-800-442-4014, option #2, to discuss other payment options.

**For any other questions,** call Customer Service, Monday through Friday, 8 a.m. to 5 p.m., at 1-888-901-4636.