

FAIRWAY MEDICAL SURGICAL HOSPITAL

Dear Valued Patient:

Thank you for choosing **Fairway Medical Surgical Hospital** for your health care needs. We focus on providing the best available care and want our billing services to be as easy to understand as possible. The billing process can sometimes be complex, so we would like to prepare you for what to expect.

Insurance Billing Process

A claim will be sent to your insurance company. After receiving this claim, the insurance company may contact you for more information. Your quick response to their questions will assist your insurance company in processing your claim in a timely manner. It usually takes 30 – 45 days for the insurance company to pay your claim. Please keep in mind that your insurance policy is a contract between you and your insurance company. If you did not follow your insurance plan's terms, they may not pay for all or part of your care.

Other/Multiple Bills

You will likely receive separate bills from physicians or other health care providers for services or tests that they provided while you were in our hospital. These bills are separate from your hospital bill. If you have questions about these bills, please contact their billing office at the number provided on their statement.

Receiving a Statement

After we receive your insurance payment, our billing company will provide you with a statement showing the amount you may owe. Please keep in mind some insurance companies do not cover certain supplies/implants/procedures such as cosmetic procedures and certain medications. Always check your Explanation of Benefits (EOB) provided to you by your insurance company for your patient responsibility. If you have a patient balance you will receive a statement from our billing company **Healthcare Financial Service/Horizon Billing Service, P. O. Box 320339, Flowood, MS 320339**. A Customer Service Representatives can be reached at **(800) 711-3550**. This is **not** a collection agency; they are a billing company we are contracted with to help cut down our billing cost. You can make your payment directly to them or if you prefer, we would be happy to accept your payment at **Fairway Medical Surgical Hospital** by mail, over the phone, or in person.

Thank you again for choosing **Fairway Medical Surgical Hospital** for your health care needs. We look forward to serving you and your family in the future.

Sincerely,

Customer Service Representative