

Understanding your medical bill

Immediate Care/Outpatient Services

About Billing for Your Services

At Edward-Elmhurst Health, we understand that the billing for healthcare services can be complex and difficult to manage. As part of our ongoing efforts to provide a seamless experience, we are providing this information to help you understand what to expect from the Edward-Elmhurst Health billing process. We are also including a list of contact numbers for Edward-affiliated healthcare organizations that may be involved in your care and may therefore send you a separate bill.

Billing for Hospital Services

Services rendered at this location are considered hospital outpatient services. For this reason the bill is separated into two portions. The first portion is the hospital bill and consist of all associated costs for your visit including nursing staff, clerical support, and supplies. The second portion is for the physician services provided. See *Billing for Physician Services* section for details.

Shortly after your services at one of our facilities have been completed, a request for payment will be sent to your health insurance plan, if applicable. Depending upon your plan, it typically takes several months to receive payment from an insurance company, but it could take as long as a year. In some cases, you may receive a bill with a request for payment for any balance not covered by your health insurance plan. **For your convenience, payments can be made in person at any of our locations. Please see a registration staff member if you wish to make a payment. You may also make a payment through the MyChart app or online at [eehealth.org](https://www.eehealth.org).**

Billing for Physician Services

You may receive a separate bill for physician services provided during your visit from an Edward-Elmhurst Health affiliated healthcare organization. This bill can be for services from medical specialists such as radiologists, anesthesiologists, and pathologists that were involved in your care. We encourage you to review your health insurance plan benefits for more details.

Professional Services Contacts

- ▶ DuPage Medical Group, Ltd.
630-942-7998
- ▶ DuPage Valley Anesthesiologists, Ltd.
800 242 1131
- ▶ Edward Health Ventures
630-527-5634
- ▶ Laboratory and Pathology Diagnostics
877-556-3955
- ▶ Naperville Radiologists, S.C.
630-321-2705

Financial Assistance

Edward-Elmhurst Health offers several financial assistance programs for patients that qualify. Please visit our website or contact one of our **Financial Counselors at (630) 527-5307** to learn about our financial assistance programs, including details about qualifying for discounted care and available payment plan options. <https://www.eehealth.org/patients-visitors/manage-my-costs-and-billing/>

Additional Questions

We realize that you have a choice when selecting a healthcare provider, and we thank you for choosing Edward-Elmhurst Health for your healthcare needs. It is our sincere hope that this information will reduce some of the stress and inconvenience related to the billing process. If you have additional questions, please contact our **Customer Service Support department at (630) 527-3100**.

In good health,



Joseph C. Dant
President and CEO