



This brochure is to help you and your family understand your hospital bill.

When you came to the hospital for medical services, we gathered various pieces of financial information to properly bill you for the care you received at Covenant Health.

Please understand you may receive more than one bill for these services.

Who can I contact about my bill?

If you have questions about your physician bills, please contact the respective physicians' billing offices. A list may be found at CovenantHealth.com/understanding-my-bill.

If you have questions about your hospital bill, contact the Covenant Health billing office at 833-287-1560 from 8 a.m. to 4:30 p.m. Monday through Friday. We look forward to serving you.

CovenantHealth.com/understanding-my-bill

Pay My Bill

Scan the QR code to log in to the MyCovenantHealth patient portal and view your charges.



Understanding My Charges



What do the charges for my hospital visit include?

Your hospital bill covers services provided by the hospital, such as your room, nursing care, meals, housekeeping and linen. It may also include services ordered by your physician, such as medical supplies needed for the specific care you received.

Will I receive more than one bill?

The bill you receive from the hospital for services rendered during your emergency room visit or hospitalization does **not** include fees for services provided by most physicians, such as examinations, X-rays or laboratory test interpretations. These services are **billed independently of the hospital bill**.



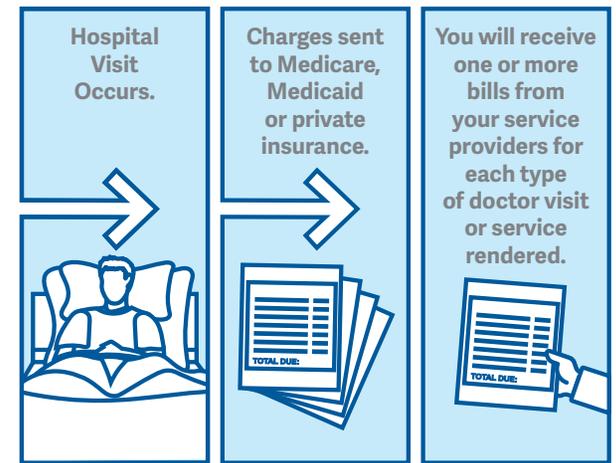
Therefore, you may receive two or three separate physician bills for physician services rendered. **In addition to the hospital charges, you may receive additional bills from:**

- Radiologists (hospital/radiology services from doctors who interpret X-rays)
- Pathologists (doctors who perform laboratory tests and interpret results)
- Anesthesiologists (doctors who provide anesthesia services)
- Your family medicine physician or attending physician
- Consulting physicians, such as hospitalists or other specialists (if requested by your physician)
- Emergency Room physicians (if treated in the Emergency Room)

Please note: Any additional bills you may receive are separate from Covenant Health charges.

When will I receive my bill?

It can take a period of time for you to receive all bills related to your hospital visit because of the number of people and processes involved. As a general guide, patients should allow two to three months to receive all of their bills from the healthcare providers involved. If you believe you are missing a bill after that time, we recommend you contact the provider directly. (Contact information is listed in this brochure.)



If your care is covered by an insurance plan, the Covenant Health billing department will file your claim with your insurance carrier(s) shortly after you leave the hospital. You will receive a statement from Covenant Health detailing the amount owed only after we have received all payments from your insurance companies.

If your care is not covered by insurance, you should receive a bill within two to three weeks.

Our Billing Process

Once the balance is determined for your hospital stay, Covenant Health sends billing statements to patients with an amount owed, which is due upon receipt. For unpaid balances without an agreed payment plan, you may receive three monthly statements before the balance is considered eligible for collection activity.

If you need financial assistance, you can read criteria and download the application on our hospital's website under "Financial Assistance."