

**DUNCAN REGIONAL HOSPITAL, INC.**  
**COLLECTION POLICY SUMMARY**

Thank you for allowing us to be the provider of your health care needs. Patient Account Representatives are available during business hours to answer your insurance coverage and billing questions. Please call (580) 251-8918 for more information.

Following is an outline of our Collection Policy and what your financial responsibilities will be.

**INSURANCE VERIFICATION AND CLAIM FILING**

- It is your responsibility to give us accurate insurance and demographic information prior to or at the time services are provided
- We will file insurance claims that are assigned to the organization with adequate proof of coverage. You may be asked to assist in the follow-up processes that have been required by your insurance company to pay your claim
- While filing of insurance claims is a courtesy we're happy to extend to you, all charges are the patient's/guarantor's responsibility from the date services are rendered
- It is your responsibility to understand your insurance coverage limits and benefit levels

**BILLING**

- After insurance pays on your account, you will receive a statement for your portion of the services not paid for by the insurance company. Payment will be due within 30 days unless prior arrangements have been made
- In the event your insurance company does not pay after multiple requests for payment, you will be responsible for the bill

**PAYMENT**

- Insured patients will be asked to pay their insurance co-pay and/or deductible upon registration or prior to discharge
- Non-scheduled, uninsured patients may make payment arrangements by calling (580) 251-8918
- Scheduled patients will be contacted by the Central Scheduling Department for payment arrangements. You may also contact them by calling (580) 251-8050.
- We accept cash, check, VISA, Discover and MasterCard for payment purposes
- If you think you may have trouble paying for your health care, please contact us at (580) 251-8918. You may qualify for free or discounted emergency or other non-elective medically necessary care based on family size and income.
- We will not engage in Extraordinary Collection Actions before reasonable efforts are made to determine whether you are eligible for assistance under the Financial Assistance Policy. Extraordinary Collection Actions are defined as those requiring a legal or judicial process (except for Accident liens), involve selling debt to another party or reporting adverse information to credit agencies or bureaus. Please see the Financial Assistance Policy for more details.