

CLOUD COUNTY HEALTH CENTER
1100 Highland Drive
Concordia, Kansas 66901

PAYMENT POLICY

PAYING YOUR BILL AT CLOUD COUNTY HEALTH CENTER

We are pleased you have chosen our facility for your medical services. This letter is intended to briefly explain our billing and payment options to you and to provide assistance in making your experience with our facility as pleasant as possible.

As a community hospital, Cloud County Health Center depends on timely payment for services rendered for the continuation of quality patient care for our community.

BILLING FOR OUR SERVICES

We will submit bills directly to your insurance company for payment on your behalf. Our registration personnel will ask you for insurance information at each of your visits. Your cooperation in giving complete insurance information will help get you insurance claims paid quickly.

You will be notified if we are unable to submit claims to your insurance company on your behalf. If this is the case, you will be supplied with all required billing information, but payment will be requested from you within 30 days of the receipt of this information.

PAYMENT OF YOUR BILL

Patients are ultimately responsible for payment of their medical bills, regardless of the type of insurance coverage they may have. Cloud County Health Center will bill on your behalf and make all reasonable efforts to obtain payment from your insurance, if they reject the claim or delay payment, we will look to you for payment in full.

Payment of all known deductibles, co-payments, co-insurance and non-covered services will be requested when service is rendered. Patients without insurance will also be asked for payment in full when services are provided.

PAYMENT OPTIONS FOR OUR PATIENTS

We accept all major credit cards as a convenience to our patients. We also allow direct debit from a checking or savings account. If you are unable to pay your balance in full, we have a payment plan option available which is included with this hand-out. Please contact our Business Office at 785-243-1234 extension 534 for further information. This office is open Monday-Friday 8:00am – 4:30pm.

For accounts unable to participate in the Payment Plan Option, they will be referred to a third party outsource company. This is not for collection of the account, but rather as a source to make payments less than what the Payment Plan Option allows. If payment plans with the third party are not followed, the account may be referred to an outside agency for collection.