

REGISTRATION AND BILLING

Registration: Prior to your surgery you may call (419) 949-2651 or visit the hospital registration department to pre-register for your surgery. This will enable registration to have your paperwork printed prior to your arrival. You will be required to check in at registration the day of surgery. This will allow for any additional paperwork that needs to be signed, and have insurance cards scanned if you pre-registered by phone.

Insurance Policy Considerations: On the day you are sent in for pre-testing prior to your Outpatient surgery, be sure you have all insurance cards or insurance policy names and numbers that cover you for this service. Be familiar with your policy. Be sure the address of your insurance company is on your card or if not, look it up and have it at the time of registration so the hospital can bill on a timely basis. Give all insurances that cover you at the time of registration. The registration representative will take your information and will ask for your cards to copy.

Prior Authorization: If prior authorization is needed, be sure this is taken care of by you or your physician. Some insurance companies require a second opinion.

Social Security Number: Be sure you have your Social Security number. If your insurance coverage is through your spouse, be sure to have his/her Social Security number available.

Medicare Coverage: If you are a Medicare patient, you will be asked additional questions that are required by Medicare to determine if Medicare is your primary coverage.

Deductible: You may have to meet a deductible first. The hospital will bill your insurance and after the insurance company pays, you will receive a bill if there is a balance due. If your deductible is larger than the hospital bill and you have not met it, you will be billed after the insurance company sends us a rejection.

Any person under the age of 18 must be accompanied by one of his or her parents to sign consent forms for any testing or surgery.

We expect payment in full within 30 days after you receive a bill. You can pay with cash, personal check, VISA or MasterCard. You also receive a 4% discount for paying within 30 days of your service date or discharge date.

The Business Office is open 8 a.m. to 5 p.m., Monday through Friday and is located in the main lobby of the hospital. Call (419) 949-3010 to make an appointment after 5 p.m.