OUR COMMITMENT TO YOU

As a nonprofit health care organization, Bozeman Health is committed to providing compassionate, high-quality, medically necessary care to all patients regardless of their ability to pay. We understand that health issues are stressful, and the associated financial burden can add to that stress. We are happy to assist you in understanding your bill, insurance coverage, and will answer any questions you may have.

To ensure the success of our commitment, we must be financially responsible.

We take a positive and proactive approach to patient billing and collections with the goal of receiving payment for services rendered in the most efficient, timely and customer-oriented manner possible.

We also understand that billing and collections for health care services can be confusing. Please review the following material and let us know if you have any questions.
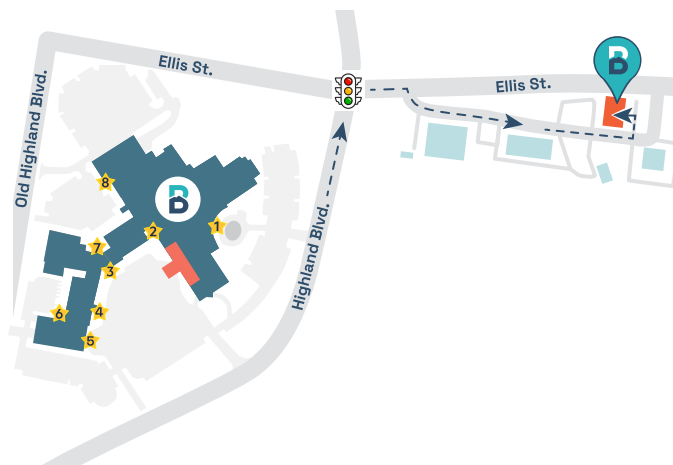
TWO LOCATIONS

MAIN OFFICE
Patient Financial Services
1600 Ellis Street, Bozeman, MT 59715

SECOND OFFICE IS LOCATED IN BOZEMAN HEALTH DEACONESS REGIONAL MEDICAL CENTER
Patient Financial Services
Parking Lot C | Entrance 2
915 Highland Blvd., Bozeman, MT 59047

For more information, please contact us
Bozeman Health
Patient Financial Services

406-414-1720

Bozeman Health

BozemanHealth.org

PATIENT FINANCIAL SERVICES

Understanding Your Medical Bill and Financial Assistance

A guide to help you navigate your medical expenses, understand our billing practices before and after your visit, and access financial assistance if needed.

Bozeman Health

PRIOR TO SERVICES

As a routine practice, the hospital attempts to collect all known patient expenses prior to the delivery of services, when appropriate, or while the patient is in the hospital. This includes deductibles, co-pays and co-insurance amounts. Because treatment plans may change during your stay, it is difficult to know our final total charges at the time of admission or discharge from the hospital. It is possible that charges may be added to your account after discharge.

PROCESSING YOUR BILL

If you have current insurance coverage, the hospital will bill your insurance carrier shortly after health care services have been rendered.

Each visit to the hospital will create a new visit number that will be listed separately on your statement. This enables us to track payments more accurately. After several attempts to get your insurance company to pay without success, the hospital may ask for your assistance in getting the bill paid. Once payment from your primary insurance is received, the hospital will also submit a bill to your secondary insurer if applicable.

If you do not have insurance, a bill will be sent to you shortly after services are rendered, or after you are discharged from the hospital, requesting payment of the balance due. If you are unable to pay the entire amount, or wish to make payment arrangements, please contact our customer service at the phone number on your bill.

FINANCIAL ASSISTANCE

Bozeman Health offers several programs designed to help both uninsured and insured patients access available services and benefits, as well as assist with managing medical bills. One such program, First Source, employs a patient care advocate based at Bozeman Health who assists patients with medical bills exceeding a certain amount. If your hospital visit or admission qualifies, the advocate may contact you to offer assistance. Our goal is to connect patients with funding sources they qualify for, such as Medicaid, Social Security, and various other programs.

If you have a balance due after your insurance company has paid, or if you are uninsured, you may qualify for financial assistance. Financial assistance is available if you are unable to pay your bill or if a financial hardship would result if you were required to pay your bill in full.

There are two ways you can qualify for a full or partial discount.

1. You can automatically qualify if your annual household income is less than 400% of the Federal Poverty Guidelines for your size of family.

2. If you don't meet this requirement, you may still qualify based on your individual circumstances.

In either case, a Financial Assistance Application must be completed. Each application is reviewed on an individual basis with eligibility based on family size, income, assets and outstanding debt.

It is your responsibility to provide the information requested during the qualification process. You will continue to receive a bill until eligibility has been determined.

HOW TO GET AN APPLICATION

- Go online and download the form.
- Go to either one of our Patient Financial Services offices and pick up a printed form.
- Have the application mailed to you. Call our team at 406-414-1720.

Completed hard copies of financial assistance applications may be mailed or delivered to:

Bozeman Health
Patient Financial Services
1600 Ellis St., Third Floor
Bozeman, MT 59715

PHYSICIAN BILLING

Physicians' professional fees are billed separately from hospital charges. Most hospital and physician charges will appear on a single statement from Bozeman Health. However, you may occasionally receive a separate bill from a physician outside the Bozeman Health system. If you have any questions, please contact the phone number listed on your statement.

These may include, but are not limited to:

- Your personal physician
- Pathologists
- Cardiologists
- Anesthesiologists
- Radiologists

CUSTOMER SERVICE

Please reach out if you'd like more information or need assistance in completing the financial assistance application by contacting our customer service department.

**Bozeman Health
Patient Financial Services**

406-414-1720

Monday-Friday | 8 a.m. to 5 p.m.

INTERPRETIVE SERVICES

Language assistance services are available free of charge. To access this service, dial 1-**406-414-5000** (TTY: 711).

Text Telephone (TTY)
Dial **711** to be automatically connected to a TTY operator.

Scan the code to learn more or to download the application.