

Central Florida Health Billing and Collections Policy

Payment Requirements and Guidelines:

Central Florida Health will request patients to provide acceptable assignable insurance information or a combination of insurance and cash sufficient to cover 100% of the estimated amount due.

Central Florida Health will pre-register all scheduled patients. All demographic and insurance information will be verified by patient access prior to service. Patients with potential problems for meeting their financial responsibilities will receive financial counseling. The patient access staff will provide the patient with options for meeting their obligations. Patients and potential patients who are concerned about their financial responsibility for services to be performed may request further information by contacting us at the phone number below:

Telephone: (352) 323-5040

Estimate Guidelines:

Central Florida Health will provide a written estimate for hospital services to anyone requesting an estimate within seven (7) days after the request. Information provided is an estimate of charges associated with the procedures and diagnoses and does not account for unforeseen complications or additional healthcare conditions that may increase the cost of care. The estimates will be made available either electronically or via written correspondence. Patients and potential patients may request a specific estimate, based upon their physician's order by contacting us at the phone number or email address listed below:

Telephone: (352) 323-5660

Discounts:

Central Florida Health shall assist uninsured patients and/or responsible parties with their financial obligations whenever possible by providing financial counseling and assistance, screening patients for available assistance programs, and applying discounts. Uninsured patients are eligible for the Uninsured Discount of 40%. This discount may be combined with Central Florida Health's Prompt Pay Discount. For uninsured patients, the Prompt-Pay Discount of 20% will be applied to the balance of their account after the Uninsured Discount of 40% has been applied, not to the original gross charges, if the balance is paid in full within 10 days of the negotiated discount.

Telephone: (352) 323-5090

Printed copies are for reference only. Please refer to the electronic copy for the latest version.

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Itemized Billing Statement:

Patients and guarantors may request an itemized bill, which will be available within seven (7) days after discharge, by contacting the Patient Financial Services Department. Central Florida Health will send itemized bills to patients and guarantors upon request or within seven (7) days after discharge depending on whichever is the later. A summary bill will be sent to all patients after discharge. The patient and or guarantor shall receive a monthly statement that provides an account status and lists any activity occurring since the last statement. Every effort will be made to assure that every statement is accurate and easily understood by the patient and guarantor. Patients may request an itemized bill by contacting us at the phone number or email address below:

Telephone: (352) 323-5090

Email Address: pfscustserv@centflhealth.org

Written Correspondence: P.O. Box 490717 | Leesburg, FL 34748

Patient and Insurance Billing and Collection Practices:

Insurance Billing

For all insured patients, Central Florida Health will bill applicable third-party payers (as based on information provided by or verified by the patient/guarantor) in a timely manner. Central Florida Health will work with all in-network and out-of-network payers for proper claims resolution in accordance with current regulations and industry standards.

Collection Follow-Up of Unpaid Patient Balances

Central Florida Health expects all guarantors to promptly pay any remaining patient responsibility balance upon notification by Central Florida Health of the amount owed. Should the patient or guarantor dispute a balance, patient financial services staff will investigate the dispute and take any necessary corrective action before further pursuing payment from the guarantor. An account is considered delinquent if the guarantor fails to either make full payment or acceptable payment arrangements within 30 days from notification of the amount owing.

After all reasonable collection efforts have been made within 90-120 days, the account will be assigned to either an attorney or collection agency for additional follow-up and collection action.

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Payment Methods and Other Resources:

Central Florida Health accepts a wide variety of payment methods and offers other resources to assist the patient and guarantor in resolving outstanding balances. These methods include cash, checks, credit cards, hospital approved payment agreements, external financing and our financial assistance program.

For questions regarding hospital bill(s), patients and or guarantors may contact us at the phone number or email address below:

Telephone: (352) 323-5090

Email Address: pfcustserv@centflhealth.org