



Where to Call for Billing and Payment Questions?

If you have any questions about your statements or wish to visit with a billing representative, please call:

Westfields Hospital Business Office:

715-243-2600

Hours: 8:00a.m. – 4:30p.m. M-F

Additional Customer Service Numbers

Medicare: 1-877-910-8139

Wisconsin Health Information Network:

1-800-331-9446

 **Westfields Hospital™**
Part of the HealthPartners Family of Care

535 Hospital Road
New Richmond, WI 54017
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Billing and Payment Guidelines



Westfields Hospital is committed to providing the best possible care for you and your family. In addition to caring for your medical needs, we also want to help you understand your financial responsibility as a patient.

Your Insurance Information

You will be asked to provide or present all insurance/third-party payer information. This is usually found on your insurance card, so please have your insurance cards with you when visiting with an Admission Representative by phone or when you come to the hospital. While Westfields Hospital will file insurance claims on your behalf, this does not release you from any

responsibility for the charges billed to your account. Your insurance contract is between you and your insurance.

Payments Due Prior to Service

Payments of deductibles, co-payments and non-covered services are also expected at, or prior to, the time of services. Payments may be made by cash, credit card, or check.

What does Insurance Pay?

It is important for you to know your particular insurance plan coverage and the co-pay requirement. Westfields Hospital cannot predict which services individual insurers will cover.

Your employer or insurance agent can provide you with coverage information. Details on Medicare benefits are available at your local Social Security office. The phone number for Social Security is: 1-800-772-1213.

Many insurers limit payments to the “usual, customary, and reasonable payment.”

We do not accept payment limitations from insurance companies with whom we do not participate or have contractual arrangements.

Westfields Hospital will allow your insurance

company reasonable time to process your claims and remit payment. Usually this is thirty (30) days from our billing date. Please recognize that we have no authority or responsibility with your insurance carrier.

If you do not have any insurance coverage or have balances due after your insurance has paid your claim, you will be responsible to make the appropriate financial arrangements with the Westfields Hospital Business Office.

When Will I Receive My Bill?

If you are covered by Medicare, you will receive statements after Medicare pays.

All other statements are generated every four weeks. The status of your account will be noted on each statement.

An itemized statement of your services will be sent to you upon request.

Depending on the services you receive while you are a patient, you may receive statements from other providers. For example, you may receive separate statements for physician services, laboratory tests or other services and supplies.

