



For event listings,
wellness notes, and
hospital news visit:
www.rfgh.net



@redingtonfairview



Caring for the Community!

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REACH FOR GOOD HEALTH!

- SUMMER 2024 -

A newsletter from Redington-Fairview General Hospital

Understanding Your Medical Bill



If you received healthcare services recently, you may have been confused about receiving multiple bills or maybe you were taken aback by an unexpected charge you thought was covered by your insurance. Understanding your medical bills and what your health insurance covers can be

confusing, but doing a little research and knowing where to go for answers can make the process easier. Read on to learn the answers to some of the questions we get asked most frequently.

Why did I get a bill for my annual physical? I thought my insurance covered 100% of that.

Every health insurance plan is different, with different co-pays, deductibles, and out-of-pocket limits. In addition, annual physicals and annual wellness visits are defined differently. A CPE, or Complete Physical Exam, is a hands-on visit while an AWV or Annual Wellness Visit is a “hands-off” visit. (see definitions of visit types on page 3). Most plans do cover the cost of an annual wellness visit and the normal panel of preventative lab tests, but sometimes your provider will also order tests or labs that are outside the scope of what is covered. If you have a pre-existing condition that requires routine monitoring, those labs are no longer considered preventative but are now diagnostic.

For example, a patient with diabetes has a routine hemoglobin A1C at their yearly appointment. This is not screening, as the patient has a pre-existing condition. Thus, normal fees apply. Routine screening for diabetes is usually a blood glucose test and is only preventative when the patient doesn't yet have a diagnosis of diabetes. Or perhaps you opt to do a stool DNA/blood screening such as Cologuard® instead of a colonoscopy and the testing comes back positive, the next step is to have a colonoscopy. However, the colonoscopy would now be considered diagnostic instead of preventative because the testing is being performed to assess the positive lab results, rather than as an exploratory exam. It would not have the same coverage.

Make sure you understand your health insurance coverage. If you have questions, call the customer service number on your insurance card. It's important to know which labs and tests are covered at 100% with your AWV or CPE, and that you understand your deductible and co-pay structure before an expensive test or procedure.

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Understanding Your Medical Bill

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Why did I receive bills from different providers for my recent procedure?

At RFGH, a patient receives a bill for hospital facility services that includes our employed medical staff charges, and separate bills for professional services provided by private physicians, such as radiologists, pathologists, and cardiologists.

If you need help understanding your medical bills, the RFGH Business Office is available to explain the billing and payment procedures, to ensure that the billing and payments were handled properly, and to help you with any questions or concerns. You can call the RFGH Business Office at 207-858-8367, Monday - Friday from 7:00 am - 4:30 pm.

I am scheduled for a procedure next month. Can I find out how much I will be charged ahead of time?

Yes. RFGH is committed to providing patients and families with the pricing information needed to make informed healthcare decisions. To obtain an estimate of expected costs for services provided at RFGH, you may contact our Data Processing department at (207) 858-8318. Pricing information on common shoppable services can also be viewed on our website at www.rfgh.net/patientinformation/price-estimates. Additional pricing comparisons may be obtained through the CompareMaine Website (<http://www.comparemaine.org>).

How can I pay my bill?

You can pay your RFGH bill online by visiting www.rfgh.net. Click the link "Pay Bill" in the top right corner.

You can mail payments to: Patient Accounts, Redington-Fairview General Hospital, P.O. Box 468, Skowhegan, Maine 04976

You can make a payment over the phone with Visa, MasterCard, and American Express. Please call 858-8350 or 858-8351.

You may pay your bill in person at our Cashier's window, located at 22 Jones Street (the white building located behind the Medical Office Building). The window is open from 7:00 am-4:30 pm, Monday through Friday. If you are unable to make it at that time, you may make cash or check payments at the switchboard in the hospital.

Any bills you receive from non-RFGH providers will need to be paid directly to them. Follow the payment instructions on your bill.

What if I am having trouble paying my bill?

No one will be denied access to services due to their inability to pay. If you are unable to pay your bill in full, please contact the RFGH Business Office at 207-858-8367 to discuss your options. We will work with you to set up a payment plan. You may be eligible for Financial Assistance. Financial Assistance eligibility is based on guidelines established by the Department of Health and Human Services.

For more information, check out these websites:

Centers for Medicare and Medicaid Services: www.cms.gov/medical-bill-rights/help/guides/how-to-read-bill

American Hospital Association: www.aha.org/factsheet/2015-03-18-hospital-billing-explained

State of Maine Bureau of Insurance: www.maine.gov/pfr/insurance/frequently-asked-questions/health-insurance

Types of Medical Appointments

Complete Physical Exam (CPE) - An annual exam to assess your overall health, which may include:

- Vital signs (blood pressure, height and weight)
- Medication Reconciliation
- Cancer screening exams
- Screening laboratory testing

Annual Wellness Visits (AWV) - This exam takes the place of a Complete Physical Exam for patients who are enrolled in Medicare. This is an annual exam to assess your overall health, which may include the following:

- Vital signs (blood pressure, height and weight)
- Medication reconciliation
- Cancer screening exams
- Screening laboratory testing
- Review of your medical and family history
- Screen for cognitive impairment
- Review your functional ability
- Advance care planning
- Social determinants of health risk assessment

Well Child Visit- An annual exam to assess your child's overall health, which may include:

- Vital signs (blood pressure, height and weight)
- Medication reconciliation
- Age appropriate immunizations
- Review your child's growth and developmental milestones
- Hearing, vision and other screening tests
- Education regarding what to expect as your child grows and important safety topics

Office Visit/Sick Visit- A visit with your provider to discuss new or existing medical conditions, which may include:

- Vital signs (blood pressure, height and weight)
- Medication reconciliation
- Discussion and care planning regarding a new or existing medical condition
- Laboratory testing

Welcome New Providers



**MARIE
MASON, PA-C**

**Redington
General Surgery
Wound Care
(207) 474-7045**

**Somerset Primary
Care
Family Medicine
(207) 858-4844**

Marie Mason received her Master of Science degree in Physician Assistant Studies from the University of New England. She is an NCCPA board-certified, licensed Physician Assistant specializing in wound care and family medicine.



**MICHAEL
MONZEL, MD**

**Redington
Gastroenterology
(207) 474-6945**

Dr. Monzel is a board-certified physician specializing in Gastroenterology and Hepatology. A graduate of Case

Western Reserve University, he completed his Residency in Internal Medicine and a Fellowship in Gastroenterology at Dartmouth Hitchcock Medical Center. He is a member of the American College of Gastroenterology and a Founding and Charter Member of the Maine Gastroenterology Association.

Community Health Education Classes

ADVANCE HEALTH CARE DIRECTIVE WORKSHOP

Wednesday, August 14
5:00 – 7:00pm
at RFGH

This in-person workshop will guide you through the importance of having an Advance Health Care Directive and how to fill one out.

CAR SEAT SAFETY

Wednesday, September 4
5:00 – 6:30pm
at RFGH

This in-person class is for anyone who wants to learn about the Maine law and how to safely transport children.

WHAT IS SEPSIS?

Thursday, September 26
5:00 – 6:00pm
at RFGH

This in-person class is for anyone who wants to learn about what sepsis is, the signs and symptoms of sepsis, how to know when you should go to the Emergency Department, and more.

CIRCLE OF STRENGTH

3rd Thursday of the Month
5:00 – 6:30pm
at RFGH

This in-person support group is for anyone who has been affected by cancer. To sign-up, please call the Oncology Services Department at (207) 858-2129.

FOR MORE INFORMATION & TO SIGN UP CONTACT:

Brittney Dunphy, RFGH Community Health Education
(207) 858-2318 / bdunphy@rfgh.net

Dr. Angela Banks Paulino Receives Excellence in Teaching Award



Tufts University School of Medicine has named Angela Banks Paulino, MD as this year's recipient of the Maine CAP Award for Excellence in Clinical Skills Teaching. Dr. Paulino is a board-certified Internal Medicine Physician and Palliative Care Specialist at Redington Medical Primary Care, a department of RFGH. This is her first year as a Tufts University CAP (competency based apprenticeship in primary care) preceptor. Through her practice, her students have been exposed to rural medicine with a special emphasis on providing end of life care to patients. Congratulations, Dr. Banks!

What to Know About Overdose



**Written by Betsy Richard and Cynthia Currier from
Somerset Public Health**

Overdose (from drugs or other substances) can be a serious and life-threatening situation. It is important to have the right information so you will know how to help someone having an overdose. Here are some myths and facts about overdose, information on Narcan (naloxone), and other ways to help.

Myths and Facts on Overdose:

Myth: Overdose only happens with illegal drugs.

Fact: An overdose can happen with prescription medications, alcohol, and other substances. Overdoses do not just happen with illegal drugs.

Myth: Overdose only happens to addicts.

Fact: Anyone can overdose, regardless of their level of substance use. Accidental overdose can happen to anyone, including those who have never used drugs before. Some examples of accidental overdose are; a young child swallows a pill that has fallen on the ground; an older adult accidentally takes more than one dose of their prescription medications.

Myth: If someone is overdosing, I should just let them sleep it off.

Fact: Waiting to get someone medical help when they are having an overdose can be fatal. It is important to get emergency help right away if you think someone is overdosing.

Myth: Overdose always leads to death.

Fact: While an overdose can kill someone, getting someone help quickly can save their life. Access to medical treatment, including Narcan, can often reverse the effects of overdose.

Myth: It is easy to tell if someone is overdosing.

Fact: Symptoms of overdose can be different depending on the substance the person took. A person may lose consciousness, have a hard time breathing, vomit, or have a seizure. It is important to know the signs of an overdose and act quickly if you see them.

Narcan (Naloxone):

Narcan (also known as naloxone) is a medication that quickly reverses an opioid overdose. It works by attaching to the opioid receptors in the brain, forcing other opioids out of those receptors, and temporarily reversing the effects of an overdose. You can get free nasal spray Narcan from the organizations listed on the next page. Narcan is safe and easy to give. You can even get trained on how to give Narcan to someone.

What to Know About Overdose

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Other Ways to Help:

If you think someone is overdosing, call 9-1-1 immediately. Getting help as quickly as possible can help save this person's life. The longer you wait to get help, it may be too late to help that person.

Learn CPR. If someone is not breathing, performing CPR (cardiopulmonary resuscitation) can help keep that person alive until Emergency Medical Services (EMS) arrives.

Stay with the person who is overdosing until help arrives. If they are conscious, try to keep them awake and responsive. If they are unconscious, keep an eye on their breathing and give them rescue breaths if necessary.

Educate yourself and others. Learn about the signs of an overdose and how to respond. Share this information with your friends, family, and community members to raise awareness and help prevent overdose deaths.

Safely get rid of your old, unused or expired medications. Getting rid of these can help prevent accidental overdose and substance misuse. Many communities have drug take-back programs or provide help on how to get rid of medications safely.

By talking about the facts of overdose, providing Narcan to people, and teaching people how to help someone who is overdosing, we can help prevent unnecessary deaths and support the people who are struggling with substance use disorders.

Where can I get Narcan in Somerset County?

- Redington-Fairview General Hospital
- Somerset Public Health
- Kennebec Behavioral Health
- OPTIONS Liaisons at www.knowyouroptions.me

Where can I get rid of old, unused or expired medication in Somerset County?

- Redington-Fairview General Hospital
- Pittsfield Town Office
- Skowhegan Police Station
- Skowhegan Town Office
- Somerset County Sheriff Office and at the Madison Division
- Holland Variety Drug
- Fairfield Police Station
- Fairfield Pharmacy

Where can I get help for substance use disorder in Somerset County?

- Redington-Fairview General Hospital, the Bridge Clinic
- HealthReach Community Health Center in Madison and Bingham
- Kennebec Behavioral Health, Opioid Health Home Program
- Blue Sky Counseling
- Maine Behavioral Health Organization (MBHO)



2024 SOMERSET SUMMER NUTRITION PROGRAM

Summer Meals Sites Located in:

Skowhegan, Madison, North Anson & Solon

**No fees. No Registration.
No Restrictions. Just Show Up!**

Meals are first come first served.
Open to all ages 18 years and younger.
Adults ages 19 or older may purchase a meal for \$4.00.

Food must be consumed on site.

Need help with food?
Scan the QR Code to find the
Community Resources for Food
and Meals near you.



This institution is an equal opportunity provider.

In case of emergency dates may change.
Please visit each school district
website for more information.



2024 SUMMER NUTRITION PROGRAM SKOWHEGAN

RSU 54 Summer Meals Sites

Sites are NOT opened July 1 - July 7

June 24 - June 28

July 8 - August 16

Monday thru Friday

Lunch 11:15AM-11:45AM

Riverside Terrace Community

GRAB AND GO

June 24 - June 28

July 8 - August 16

Monday thru Friday

Lunch 11:45AM-12:15PM

Canaan Elementary School

GRAB AND GO

June 24 - June 28

July 8 - August 16

Monday thru Friday

Breakfast 8:00AM-8:30AM

Lunch 11:30AM-12:00PM

Mill Stream Elementary School

North Elementary School

Skowhegan Area High School

Skowhegan Area Middle School



Scan to view
meal sites



2024 SUMMER NUTRITION PROGRAM MADISON

RSU 59 Summer Meals Sites

July 22 - July 25

July 29 - August 1

August 5 - August 8

Monday thru Thursday

Breakfast *ONLY*

9:00AM-9:30AM

Madison Elementary School

July 22 - July 25

July 29 - August 1

August 5 - August 8

Monday thru Thursday

Breakfast 8:00AM-8:30AM

Lunch 11:30AM-12:00PM

Madison Junior Senior High School



Scan to view
meal sites



2024 SUMMER NUTRITION PROGRAM NORTH ANSON & SOLON

RSU 74 Summer Meals Sites

Sites are NOT opened July 1 - July 7

June 24 - June 28

Monday thru Friday

Breakfast 8:00AM-9:00AM

Lunch 11:00AM-12:00PM

Carrabec High School

July 8 - July 25

Monday thru Thursday

Breakfast 7:30AM-8:30AM

Lunch 11:00AM-12:00PM

Carrabec Community School

July 29 - August 15

Monday thru Thursday

Breakfast 8:00AM-8:30AM

Lunch 11:30AM-12:00PM

Solon Elementary School



Scan to view
meal sites





46 Fairview Avenue
Skowhegan, ME 04976



POLICE • COMMUNITY PARTNERSHIPS

FREE FAMILY FUN!

AUGUST 6

5-7 PM

COBURN PARK



Performers, artists, and community organizations, you're invited to participate! Contact Danielle 207-858-8463 or ddenis@rfggh.net

For more information about this newsletter, please contact Carol Steward at 207.474.5121, ext. 2319.

Redington-Fairview General Hospital publishes the opinions of expert authorities in many fields; but the use of these opinions is no substitute for medical and other professional services to suit your specific personal needs. Always consult a competent professional for answers to your specific questions.

RFGH is an independent, critical access community hospital, located in Skowhegan, Maine. RFGH has provided quality, comprehensive health services to the residents of Somerset County since 1952. A member of the Maine Hospital Association, RFGH offers community-based primary care, pediatric care, surgical and specialty services, rehabilitation, community health education, and 24-hour emergency medical services.

The RFGH family includes: Redington Medical Primary Care (RMPC), RMPC Norridgewock Health Center, Somerset Primary Care, Redington Family Practice, Skowhegan Family Medicine, Redington Pediatrics, Redington Cardiology, Redington Endocrinology, Redington Gastroenterology, Redington General Surgery, Redington Neurology, Redington OB/GYN, Redington Orthopedic Surgery, Redington Podiatry, RFGH Rehabilitation & Fitness Services, Somerset Sports & Fitness, and Somerset Public Health.