

UHS Charges Statement

There are charges associated with a visit to UHS, please read below for more information.

Office Visits

Every visit has an associated "office visit" charge, which is for the appointment time, itself. The patient responsibility for most office visits (e.g. to evaluate a medical problem, illness, or injury) is \$15. However, the charge is higher for the following types of appointments:

- Physical exams (e.g. study abroad clearance exams, preventative/annual exams)
- Annual gynecological exams
- Physical therapy
- Initial travel health appointments
- Visits with a registered dietitian

Tests and Treatment

In addition to the office visit charge, there are charges for lab testing, medications, supplies, and procedures used to evaluate, diagnose, and treat patients. These include but are not limited to:

- X-rays or ultrasounds
- Immunizations
- Medical procedures (e.g. wound laceration repair, nebulizer treatment, wart removal, etc.)
- IV hydration therapy including any medications administered via IV
- Wound care treatment and suture removal
- Orthopedic supplies such as casts, splints, and crutches
- EKGs
- Medications given in the office (oral, injectable, etc.)
- Lab tests (e.g. strep test, flu test, STI testing, etc.)

Please note: UHS utilizes Clinical Pathology Laboratories (CPL) and other outside labs for tests that cannot be performed at UHS. For insured patients, UHS will relay insurance information to the lab, and the lab will bill the patient's insurance directly. Outside lab charges cannot be paid via the patient's **What I Owe**, and UHS is unable to provide outside lab pricing information; however, patients with insurance will be subject to their plan's member benefits for laboratory services/testing. Uninsured patients will receive the UHS self-pay rate for all labs.

Missed Appointments and Late Cancellations

A \$25 charge applies for missed appointments or appointments not cancelled at least two hours in advance (24 hours in advance for appointments with a dietitian, physical therapy, or for ultrasound). **We ask patients to arrive at least 15 minutes prior to their appointment time. If a patient arrives late, they may not be seen and will be charged a missed appointment fee.**

Insurance, Billing and Payment

The patient is financially responsible for all charges incurred at each visit if they are uninsured or have insurance that is not accepted by UHS. Insured patients are financially responsible for any part of their charges that are not paid by their health insurance. It is the patient's responsibility to know what their insurance does and does not cover, and if their plan is in-network or out of network with UHS.

UHS can file claims with (send a bill to) most commercial (non-governmental) insurance plans. By giving UHS their insurance information, the patient authorizes UHS to file a claim with their insurance company for services rendered. **If the patient does not want UHS to file a claim with their insurance company, the patient must notify the Healthyhorns Billing Office at the time of their visit and pay in full any charges incurred at the visit.**

Occasionally a provider may order additional tests using specimens that are collected as part of a patient's visit, if initial test results indicate a need for further testing. Additional charges may apply. If insurance was billed for the initial test, it will be billed for further tests. If the patient asked that their insurance not be billed, UHS staff will contact the patient about additional charges and provide instructions for payment.

Uninsured patients or those who are covered by a health plan that UHS cannot file to will receive **an automatic prompt-pay discount** for many services. Patients with a health plan that is out of network with UHS will also receive an automatic prompt-pay discount for many services (if their health plan does not pay for services at UHS and/or provide any type of insurance contractual adjustment.) Patients who cannot pay for their balance in full or via their What I Owe can arrange a **payment plan**.

How Patients will be Notified of Charges Due

If the patient does not have health insurance OR has an insurance plan that UHS cannot file claims to, UHS will post the amount due to patient's **What I Owe**, typically 2-3 days after your visit.

If the patient is insured (and a claim was filed), charges are not sent to their **What I Owe** until UHS receives a response from the patient's insurance carrier outlining how insurance processed their claim and what their patient responsibility is per insurance. This time frame can vary by plans, but please allow up to 30 days.

UHS will notify patients via secure message when charges are queued for posting to their **What I Owe**.

Charges due become a financial bar after 10 days of non-payment, starting from when the charge(s) is posted to a patient's **What I Owe**.

For More Information

Students can contact the Healthyhorns Billing Office by phone at 512-475-8394 (option 2) to find out:

- Their balance due and options for payment.
- Answers to questions about charges or pricing for individuals who are uninsured. Students with questions about their health plans member benefits should contact their health plan directly first by calling the member services phone number listed on their insurance card.

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