

PAYMENT OPTIONS

- You may choose to pay using cash, check or credit card. We accept Master Card, VISA, American Express and Discover.
- You may choose to have Lexington Memorial Hospital place your charges on a Mosaic Finance open-end charge account. This allows you to have healthcare charges on a separate account from other debt. You can pay the account with convenient monthly installments, which will be 2.5% of your highest account balance, or a \$25 minimum payment, whichever is more. Interest does accrue on this payment option at 15% annually.
- You may pay your bill online. Please go to www.lexingtonmemorial.com.

*PLEASE CONTACT US DIRECTLY
WITH YOUR QUESTIONS OR
CONCERNS:*

- For billing questions, to update your address or insurance, or make payment arrangements: Call Customer Service at 336-238-4760 or 336-238-4765.
- For Charity Assistance or questions about Medicaid: Call 336-238-4574.
- For Auto Accident Patients: Call 336-238-4730.



**The Patient Accounts
Department is open
Monday-Friday
8:00 a.m. to 5:00 p.m.**

**For your convenience, we have
a drive-through window open
Monday-Friday
8:00 a.m. to 5:00 p.m.
It is located to the right of the
Administrative Building.**

**Lexington Memorial Hospital
250 Hospital Drive
Post Office Box 1817
Lexington, NC 27293
336-248-5161
www.lexingtonmemorialhospital.com**



A Guide to Your Hospital Bill

Our goal at Lexington Memorial Hospital is to ensure that your hospital bill is processed correctly and in a timely manner.

Our business office works with other hospital departments to gather all the necessary information needed to process your claim.

Insurance

We participate with most insurance plans. We will bill your insurance company; claims processing usually takes 30-45 days. After that time, you could receive a bill for any balance that is not covered by your insurance. Your insurance coverage is between you and your insurance company. There are many different policies with different deductibles, co-payments, and rules for covered services. It is your responsibility to know what your insurance covers and does not cover and what your benefits are.

If You Have Health Insurance Coverage

We will bill your insurance shortly after health care services have been rendered. When a bill is sent to your insurance company, a summary bill is also sent to your attention. Please note this is a summary bill, NOT a bill, but an acknowledgment the hospital has sent a bill to your insurance company on your behalf. As a convenience to you, we will not send you further confirmation until your insurance company has paid and there is a balance due, or unless we have been unable to obtain payment from them. If we are unable to obtain payment from your insurance company, we may ask for your assistance in getting the bill paid. Many times insurance companies have questionnaires that have to be completed by the patient before they will consider payment on your claim. We expect you to promptly complete or answer any questions from your insurance company so your bill can be paid as quickly as possible.

If You Do Not Have Health Insurance

We will bill you shortly after services are rendered and you have been 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 the Customer Service Department at 336-238-4760 or 336-238-4765.

Medicaid

We have a Medical Assistance Counselor on staff who can speak with you about the possibility of applying for Medicaid. We also have a caseworker from Davidson County Department of Social Services on site who can take a Medicaid application. To speak with our Medical Assistance Counselor please call 336-238-4574.

Charity Assistance Program

Patients with balances resulting from limited or no insurance coverage may qualify for our charity care program. This program is designed to assist patients who are either financially or medically indigent but do not qualify for Medicaid. The hospital uses poverty guidelines issued by the US Department of Health and Human Services to determine a person's eligibility for charity care. To apply for assistance through this program contact our Medical Assistance Counselor at 336-238-4574.

Medicare Patients

Medicare will only pay for services that it determines to be "reasonable and necessary" stated in section 1862 (a) (1) of the Medicare law. If Medicare determines that a particular service, although it would otherwise be covered, is "not reasonable and necessary" under the Medicare program standards, Medicare will deny payment for that service. At the time the service is to be rendered, you will be asked to sign an Advanced Beneficiary Notice (ABN), which identifies the services that may not be covered and for which you may be personally and fully responsible for payment.

Medicare does not pay for self-administered medications in the outpatient setting which includes, Emergency Department, Outpatient Surgery, Physical Therapy, and Observation. Self-administered medications are defined as any medication that is taken by mouth, ear or eye drops, creams or lotions or patches, irregardless of whether the nurse aided you with these medications or not.

Admitted to the Hospital As An Inpatient or Observation Patient

When you are in the hospital overnight, you may be considered an inpatient or you may be considered an observation patient, which is an outpatient. This is determined by the order written by your doctor. If you know you are staying overnight, you may want to clarify with your physician as to whether you are an inpatient or an outpatient.

Auto Accident Patients

If you have been in a motor vehicle accident, please provide the following information:

- Name and address of auto insurance carrier.
- Adjustor name and phone number.
- Claim number.

It is our policy to pursue liability as payment in full for services rendered to you. Any questions, please call 336-238-4730.

Can I Bring My Prescription Medications From Home?

Please discuss this with your physician.

Other Bills You May Receive

- Personal Physicians—Physicians are independent contractors and are not employed by the hospital. Professional fees charged by these physicians for services provided to you will be billed by the physician separately and apart from the fees charged by the hospital. This includes your Family Physician, Internist, Hospitalist, Pediatrician, or any other specialist that takes care of you while at Lexington Memorial.
- Pathologists
- Emergency Department Physicians
- Anesthesiologists
- Radiologists