

Paying Your Bill

Bills for services rendered are to be paid upon receipt. **Co-payments are set by your insurance provider and are due at the time of service.**

Services Not Billed by Doctors Community Hospital

Your treatment at Doctors Community Health System may require services provided by healthcare professionals who will bill your insurance provider separately. However, if for some reason the insurance company does not pay for the services, you may receive the bill. If you have questions about such bills, contact those professionals directly. Below is the contact information for some of these services.

Professional Services

Emergency Medicine Associates, PA, PC,
888-541-6368 or 240-686-2300

+ Doctors Emergency Physicians

Physician Support Services, LLC,
410-513-0274

+ Center for Wound Healing and Hyperbaric Medicine

+ Joslin Diabetes Center

Meridian Financial Management,
443-274-2900 or 888-429-5380

+ Clinical Laboratory Associates

+ Diagnostic Imaging

+ Elliott & Wargotz Pathology

North American Partners in Anesthesia (NAPA), 888-240-1793.

Your private physician may also bill you. Please contact him/her directly to discuss those bills.

What if My Visit Is Due to a Motor Vehicle Accident?

We will ask for your automobile and health insurance information. Your automobile insurance will be billed first. If your automobile insurance does not pay the bill, your medical insurance will be billed next. We will bill you for any non-covered balances.

What if I Am Injured on the Job?

We will bill the workers' compensation insurance provider of your employer. If payment is not received from this provider, you are responsible for the bill.

What Does Medicare Cover?

Medicare Part A covers inpatient charges, and Medicare Part B covers outpatient charges that are considered "medically necessary."

If your doctor orders a service that is not considered "medically necessary" by Medicare, you will be asked to sign an Advance Beneficiary Notice (ABN). The ABN is Medicare's way of informing you of the possibility that it might not pay for the service ordered. By signing the ABN, you agree to accept responsibility for payment if Medicare does not pay.

You can sign the ABN and agree to pay for service, or you can refuse the service. If you refuse, we encourage you to talk with your doctor about alternative options that would be covered by Medicare.

What Is the Maryland Health Connection?

It is the state's new health insurance marketplace that will help Marylanders shop, compare and enroll in health plans. For more information, call 855-642-8572. You can also visit marylandhealthconnection.gov or healthcare.gov.

Patient Financial Information



8118 Good Luck Road
Lanham, Maryland 20706

PHONE 301-552-8118
DCHweb.org/billing

General Billing Information

About four days after receiving medical services, you will receive a Summary Bill in the mail. To request an itemized bill or if you have any questions, contact the Business Office:

7404 Executive Place, Suite 300 A
Seabrook, MD 20706
301-552-8093

While you are still at the hospital, you may pose your questions to the following:

➤ **Outpatient Registration Department**

Main hospital, 2nd floor
Monday to Friday, 8:00 a.m. to 4:30 p.m.

➤ **Emergency Department Registration Office**

Main hospital, 1st floor
24 hours a day

Patient Obligation

- Pay your bills timely
- Provide your correct insurance information
- Notify the Business Office if your financial status changes and will impact your ability to pay the bill

Patient Rights

- Doctors Community Health System or Medicaid may provide assistance to patients who meet the financial assistance criteria.

- Patients who believe they were wrongly referred to a collections agency have the right to contact the Business Office to discuss this matter.

How Does Health Insurance Billing Work?

After receiving services, we will bill your health insurance. To ensure that the claim was properly submitted, we will make a copy of your current identification and insurance cards.

Insurance companies require that we supply them with complete information on the person who carries the coverage. This information includes name, address, telephone number, date of birth, employment and social security number.

Incomplete information could cause a denial by your insurance provider, and you could be responsible for the balance.

If you are unable to provide complete insurance and subscriber information, we will not be able to bill your insurance.

Financial Assistance Program

Financial assistance is available for patients who receive services from physicians employed by Doctors Community Health System (DCHS). (Our system includes Doctors Community Hospital and affiliated offices.) Non-employed physicians follow their own policies and procedures.



You may qualify for free or partial care based on your family's gross income as applied to the Federal Poverty Guideline. You can request to have a financial assistance application mailed to you by calling our Business Office at 301-552-8186. Also, you can pick up an application at the following locations:

Doctors Community Hospital
Emergency Department Registration
and Outpatient Surgery Registration
8118 Good Luck Road
Lanham, Maryland 20706

Please mail your completed application with proof of family income and expenses to:

Doctors Community Hospital
Patient Financial Services
8118 Good Luck Road
Lanham, Maryland 20706

All DCHS patients receive the same fee regardless of their need for financial assistance.

Maryland Medical Assistance

Doctors Community Health System provides case workers to assist patients who received inpatient or emergency outpatient care with Maryland Medical Assistance applications. Patients who received inpatient care, and do not have insurance, may contact one of the below telephone numbers.

LAST NAME BEGINNING WITH:

A-L	DECO	301-552-8116
M-Z	MEDLAW	301-552-8682

Additional Assistance

Emergency Outpatient Services

Contact DECO at 301-552-8116

Medical Medicaid Applications for Other Outpatient Services

Contact the Maryland Department of Social Services at 800-332-6347, TTY 800-925-4434