

## **PATIENT BILLING AND CONFLICT RESOLUTION**

Salem Community Hospital will bill the patient's primary and if applicable, secondary insurance carriers. Upon payment from any third party payors, any remaining balances will be billed to the patient's guarantor.

At any time, a patient is entitled to receive a detailed bill of their account. Such bill will include the date of service, item description, the number of units and the charge.

The Hospital is committed to accurate billing of only those services/items administered with the correct quantity at the correct charge. Any errors, whether identified by the patient, third party payor or the Hospital, will be promptly corrected and refunds will be issued, if appropriate.

If a patient or payor questions a charge, they have the right to call a Patient Account Representative to discuss the matter. If the issue cannot be resolved, the patient may speak with the Director of Patient Accounts. If the issue continues to be unresolved, the patient has the right to discuss this matter with the Vice President of Finance/Administration and finally the President/CEO. It is the policy of the Hospital to address all billing issues promptly and in a non-biased manner.

To monitor the accuracy of patient bills, the Control Clerks review all outpatient bills and a sampling of inpatient accounts for reasonableness.