
METHODIST HOSPITAL BILLING
Frequency Asked Questions (FAQs)

What's the best way for me to pay my hospital bills?

For your convenience, we offer a variety of ways to pay your bill. We accept Visa, MasterCard, American Express, Discover, cash and checks.

Pay your bill online at <https://methodistky.webview.com/>

What is a deductible?

A deductible is the initial amount of "covered" health costs that you pay before your insurance plan begins reimbursement. A deductible is usually a set dollar amount such as \$250 or \$500.

A co-payment is the portion of your health care expenses not covered by insurance. A co-payment is usually a percentage figure, like 10% or 20%.

For example, on a \$500 bill, your deductible might be \$150, so you would have to pay the first \$150. This leaves a balance of \$350. Of that \$350, your co-payment might be 20%, meaning that you will have to pay an additional \$70. Your insurance company will pay the remaining \$280.

Once you have this information, there is a number of ways for paying your bill:

- If your insurance pays all but a deductible or co-payment, you will be required to pay an estimate of your portion of the bill at the time of service.
- The hospital will file the claim for you. After insurance has made payment, you will receive a bill asking for payment on the balance using cash, check, or credit card.
- In certain circumstances, you will be able to make monthly payments to the hospital until your bill is paid in full. You should discuss this with our Patient Financial Services Department at 888.827.7558 or 270.827.7558

Make sure that you understand what the hospital requires and what payment options you have.

Who is responsible for paying my bill?

The hospital will bill your insurance company directly (unless you specify otherwise), but you are ultimately responsible for making certain that your bill is paid.

If a balance remains after your insurance has issued a payment or a denial, payment is due immediately upon receipt of your statement.

What other bill(s) will I receive?

In addition to your bill from the hospital, you may receive bills from other physicians who may have provided services to you. For instance, you may receive bills from consulting physicians, radiologists, or other specialists. Please contact their office directly if you have questions concerning their bills.

Did you bill my correct insurance?

Please contact our Customer Service Department at 888.827.7558 or 270.827.7558

What is pending with my insurance?

Please contact our Customer Service Department at 888.827.7558 or 270.827.7558

What do I owe?

Please contact our Customer Service Department at 888.827.7558 or 270.827.7558

Did you receive my payment?

Please contact our Customer Service Department at 888.827.7558 or 270.827.7558

Why didn't my insurance pay?

Please contact your insurance directly for this information.

What are the business hours for the Patient Financial Services Department?

Monday – Friday, 7:30 am – 5:00 pm CST.

How do I contact Methodist Hospital Patient Financial Services?

Monday – Friday, 7:30 am – 5:00 pm CST, please call 888.827.7558 or 270.827.7558

What address should I mail my payment or send correspondence to?

Methodist Hospital
PO Box 48
Henderson, KY 42219

Can Methodist Hospital provide charge estimates in advance of care?

Patient Access can provide an estimate of many services and procedures. Please contact a Financial Counselor at 270.631.2474.

Please be advised, this will be an estimate of facility services to be rendered, based on your primary procedure. Once the services are rendered, final billing will occur which may result in this estimate being over or understated. This will be dependent on the actual services being rendered. Please be advised you will be financially responsible for all charges incurred.

Please Note: Charges from your physician or other physicians affiliated with the hospital are not included in this statement.

Does Methodist Hospital submit bills for patients who have insurance with which we do not contract?

Methodist Hospital bills all insurances if complete billing information is provided.

Does Methodist Hospital offer a self-pay discount?

Yes, Methodist Hospital offers Uninsured & Prompt Pay discounts. Please contact Patient Financial Services at the 888.827.7558 or 270.827.7558 to discuss payment options and / or assistance with patient balances.

Who should I contact if I have concerns regarding my bill?

Please contact Patient Financial Services at 888.827.7558 or 270.827.7558 to discuss any concerns.

Does Methodist Hospital charge a fee for returned checks?

Currently Methodist Hospital charges a \$50.00 Returned Check Fee for any checks or credit/debit card transactions returned for non-sufficient funding.