

BILLING INFORMATION

As a patient of Cedars-Sinai Medical Center, your health and well-being are of primary concern. We developed this informational sheet to answer questions you may have regarding how you and your insurance company will be billed for medical services you receive from Cedars-Sinai.

The Billing Process

Following hospitalization or an outpatient appointment, you will receive separate itemized statements:

- **Physician Billing Services** will issue an itemized statement of billing for any services given provided by the attending physician.
- You will also receive a separate statement from Cedars-Sinai Medical Center's **Patient Financial Services** for the facility charges, which may include various room charges, nursing care, medications and services you received during your visit.

You may also receive other bills from different physicians and departments at the Medical Center, depending on the services you needed during your stay. For example, if you had surgery, you will receive bills from your surgeon, anesthesiologist and any other physician who cared for you before, during and after your surgery.

Cedars-Sinai Medical Center will submit your bill for all services rendered to the insurance company you provided at the time of registration. In most situations, the insurance carrier will pay the claim within 45 days of submission. If we do

not receive payment within this time, we may send you a statement requesting your assistance in prompting the payment. Please note that you may receive more than one bill for services received at the Medical Center. Physician charges, which could include bills for Radiologists, Anesthesiologists, Cardiologists, and Pathologists, will be billed separately.

Annual Deductible/Co-Payment/ Patient Responsibility

Once we receive a payment or denial from your insurance carrier, we will send you a statement that will indicate the amount that is due from you. This amount should be the same amount noted on the Explanation of Benefits (EOB) you received from your insurance carrier. This amount is due upon receipt

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For More Information

For more information on billing services at Cedars-Sinai, please contact:

Physician Billing Services

Cedars-Sinai Medical Center
Phone: (800) 851-0211
Fax: (323) 866-8466
E-mail: pbscustsvc@csmnns.org

Patient Financial Services

Cedars-Sinai Medical Center
Phone: (323) 866-8600
Fax: (323) 866-8685
E-mail: patient.billing@cshs.org

For other general information about healthcare services at Cedars-Sinai, call 1-800-CEDARS-1 (1-800-233-2771).

and if you have questions, you should contact your insurance carrier or our Customer Service Unit. If your insurance carrier fails to make any payment on your account, we may seek full payment from you.

Online Services

Cedars-Sinai's Online Business Office provides a simple and secure way for you to manage your hospital bills from home, work or anyplace with a computer connected to the Internet. The Online Business Office is open 24 hours a day, seven days a week.

Visit the Online Business Office to:

- View your up-to-date account information
- Check the status of your insurance claim
- Update your insurance information
- Pay your bills securely online
- Find answers to frequently asked billing questions
- Notify Cedars-Sinai when your address changes

To begin using the Online Business Office, simply direct your browser to www.cedars-sinai.edu/business.