



**BOYD HEALTHCARE SERVICES**

***We're Here To Help***

**For questions  
about your bill or  
to apply for  
financial  
assistance, call  
(217) 942-6946**



**BOYD HEALTHCARE SERVICES**

**THOMAS H. BOYD MEMORIAL HOSPITAL**

**F I N A N C I A L   A S S I - S T A N C E**

**While you are here,  
please let us know if you  
need help paying your bill.**

**Or, you may call us at  
(217) 942-6946**

**All information will be kept  
confidential.**

**If you do not have health insurance,  
financial help may be available to  
you.**

## **YOUR HOSPITAL BILL**

At Thomas H. Boyd Memorial Hospital we are committed to providing you with high-quality patient care and services. We will talk with you about patient expenses and send you or your Health Insurance Plan a bill in as timely a manner as is possible.

### **Self-Pay Patients**

Payment for services is due on the day of service. (See below for payment plans.)

### **Insured Patients**

There are some payments which may be required from you on the day services are provided, such as insurance co-pays, deductibles and payment for services not covered by your insurance. Thomas H. Boyd Memorial Hospital will bill your Health Insurance Plan for any services received when proper information about your plan is provided. After notification of the Health Insurance Plan payment, the unpaid balance is due in full. All Outpatient and Inpatient Services not covered by the Health Insurance Plan are due within or no later than 30 days from receipt of the hospital statement. It is possible that you may receive services from other health-care professionals while you are at our hospital that will be billed separately. Physicians, laboratory and radiology services are examples of professional fees that may be billed separate from hospital charges.

### **Payment Plans**

Monthly or weekly payment plans are available. To set up a payment plan, contact one of our Business Office Representatives regarding the amount and date of payment. A promissory note must be signed when utilizing a payment plan.

#### ***The monthly payment policy is as follows:***

- The payment amount will be set to have the account paid in full in 12 months or a \$50 minimum monthly payment, whichever is greater.
- Payment below these levels requires a credit application to be completed and approved by the Patient Accounts Supervisor. This account will be reviewed every 6 months with a new credit application completed.

- Thomas H. Boyd Memorial Hospital accepts cash, check, and Visa/Master Card for payment of services.

## **CHARITY CARE and/or HEALTHCARE ASSISTANCE**

If you do not have health insurance or are concerned that you may not have enough insurance to cover the costs of your services, Thomas H. Boyd Memorial Hospital wants to assist you. Thomas H. Boyd Memorial Hospital's Uncompensated/Charity Care Program is available for patients with accounts totaling \$100 or more, if program income guidelines are met. We will need to receive information from you about your job, income, other resources, insurance coverage, family size and other information to help determine the appropriate programs where you may qualify for assistance. We realize some of the questions we ask are sensitive, but it is necessary that we receive this information to help you. You have our commitment that we will respect you and your privacy during this process.

#### **There are a number of ways we can help you:**

- On your date of service or when you receive your bill, let us know if you need assistance paying your bill.
- We can meet with you to discuss financial assistance options.
- You may call one of our Business Office Representatives at (217) 942-6946, Monday through Friday from 8 a.m. – 4 p.m.

#### **Charity Care and/or Healthcare Assistance may include:**

- Helping you apply for KidCare.
- Determining your eligibility for free health-care services.
- Determining eligibility for a reduction in the amount you owe for services in excess of \$100 or more if program income guidelines are met.
- Establishing a payment plan.

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