

# Understanding The Billing Process

## You Receive Hospital Services

Statement

- You will receive your first **Information Statement** to summarize your services and charges, and verify your insurance information.
- NOTE:** You are ultimately responsible for your bill.

## The Hospital Bills Your Insurance

Statement  
30 Days

Statement  
60 Days

**NOTE:**

- You will receive **Information Statements** at 30 and 60 days if your insurance company has not paid.
  - Your insurance company may need more information from you. You can help by calling them.
- If your insurance company hasn't paid after 90 days, you will be notified that you will be billed for the balance of your account.

Statement  
90 Days

## You Are Billed For What Insurance Doesn't Cover

1st  
NOTICE



2nd  
NOTICE  
30 Days



- You will receive your first **Request for Payment**. This is also called a "Self Pay Statement."
  - On accounts over \$1,000, you will receive a courtesy call to discuss payment options and assistance programs.
- After 30 days, you will receive a second **Request for Payment**, outlining payment options available to you.
  - After 45 days, you will receive a call to discuss your payment options.
- You will receive a final **Request for Payment** at 95 days (also called a "Transfer Notice"), indicating that you have 25 days to make your payment, or your account will be sent to a collection agency.

FINAL  
NOTICE

## Your Bill Is Sent To Collection Agency

COLLECTION  
AGENCY

- Your bill will be sent to a collection agency 120 days after the first **Request for Payment**.

### MAIL PAYMENT

Portneuf Medical Center  
Patient Accounts  
651 Memorial Drive  
Pocatello, ID 83201



Customer Service Department (208) 239-2100

### WALK IN

Mon - Fri: 8 am – 5 pm  
Visit our Patient Accounts Department:  
1111 N. 8th Ave.  
Pocatello, Idaho