

Financial Assistance

If you have health insurance or are uninsured and have difficulty paying for your services, Northside Hospital does offer many financial options, to include extended payment plans, and also financial assistance for medically necessary health care services for persons who meet Northside Hospital's Financial Assistance Program. To learn about financial options that you may qualify for and/or apply for financial assistance, please contact our Financial Counseling offices or visit us on our website at www.northside.com/billing-collections. You have the option to submit the application electronically via our online portal, download the application and submit via mail, or you can contact our office and we will be happy to mail you a copy. These forms and policies are available in both English and Spanish. Additional translation assistance is available through the Financial Counseling offices.

Northside Hospital will offer financial assistance adjustments to patients who meet the established guidelines and have completed the appropriate application. Northside Hospital Financial Assistance Program is for medically necessary services which are defined as inpatient or outpatient health care services provided for the purpose of evaluation, diagnosis and/or treatment of an injury, illness, disease or its symptoms which otherwise if left untreated would pose a threat to the patient's ongoing health or well-being. Each request for financial assistance will be reviewed independently and allowances may be made for extenuating circumstances on a case-by-case basis. Northside Hospital uses income, assets, debts and expenses to evaluate the eligibility for the Financial Assistance Program.

**NORTHSIDE
HOSPITAL**

English - Spanish

ABOUT YOUR BILLING

Pre-Registration

To expedite your Northside Hospital registration process prior to your next visit, please consider our pre-registration services.

Northside Hospital Pre-Registration

1001 Summit Blvd.
Atlanta, GA 30319
Phone: (404) 459-1280
Fax: (404) 300-2333

Pre-register on-line at www.northside.com/patient-registration

Business Office

The Northside Hospital Business Office is located at 1001 Summit Boulevard, Atlanta, Georgia 30319. The hours of operation are 8:00am to 4:00pm, Monday through Friday. To view your statement or pay your bill online, please visit us at northsidewallet.com

Northside Hospital Business Office

1001 Summit Blvd., Suite 150
Atlanta, GA 30319
Phone: (404) 851-6500
Fax: (404) 250-9705

Contact us at northsidewallet.com thru Patient Wallet via Chat or Messages.
Interpretation services are available for your preferred language.

Financial Counseling

Financial Counseling services are offered to individuals that may be having difficulties paying their Northside Hospital bills or who just have questions about their out of pocket responsibilities. For your convenience, we have office locations at all five main hospital locations.

Atlanta Financial Counseling Office	404-851-8878
Cherokee Financial Counseling Office	770-224-1895
Forsyth Financial Counseling Office	770-292-2024
Gwinnett Financial Counseling Office	678-312-4406
Duluth Financial Counseling Office	678-312-3200

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Billing and Collection Information

As a courtesy to you, Northside Hospital will bill your insurance company if your carrier information is provided. It is your responsibility to ensure Northside Hospital receives payment for services rendered based on your contracted benefits with your insurance company. If payment is not received by your insurance company, you may be liable for any unpaid charges.

In addition to the bill that you receive from Northside Hospital, you may also receive a bill directly from your physician, physician assistant or nurse anesthetist for professional services rendered.

Patient Statements will be sent via text or email with a secure link for you to review your bill electronically. If you would like to continue to receive a hardcopy statement, no action is required with the link. A hardcopy statement will be mailed to you within 7-14 days.

The physicians, physician assistants and nurse anesthetists at Northside Hospital may not be employees of Northside Hospital. They may be independent contractors engaged in the private practice of medicine who have been granted the privilege of using Northside Hospital facilities. The Hospital does not control the diagnosis and treatment of patients, or the exercise of medical judgment, by these independent contractors. To inquire whether your physician, physician assistant and/or nurse anesthetists is employed by Northside Hospital, please inquire with their office.

Price Estimates

Northside Hospital offers price estimates for insured and non-insured patients. This will allow you to anticipate what to expect financially prior to receiving services. A request to receive a price quote can be made by contacting our Priceline at 404-851-8694 or Price.Estimate@northside.com. The estimate provided is based on historical averages along with information received from your insurance company. Northside Hospital cannot predict the care you need and your physician orders. The final bill may differ substantially from the price estimate provided and Northside Hospital will not be liable for any discrepancies in the price of the actual, individual care provided. Additionally, the estimate does not include professional fees (e.g., fees associated with the costs of Pathologists, Radiologists, and Anesthesiologists).

Patients with Insurance

Most insurance plans require that patients seek authorization from their insurance companies before admission to a hospital. Many plans impose heavy financial penalties, in the form of reduced benefits, on those who fail to comply. It is your responsibility to determine if your plan requires pre-certification or prior approval and to take the steps necessary to satisfy the requirement. You may be held financially responsible for all hospital charges incurred as a result of late notification as well as all charges your insurance company does not certify as appropriate.

Although Northside Hospital may be a provider in your insurance network, your physician may or may not be a participating provider. This may affect your coverage level for

professional services. Please contact your insurance company to learn about your specific coverage.

If your services will be performed on an outpatient basis, we want to make sure there is a clear understanding of how your insurance company processes your claims. Your carrier will process your claim as an outpatient location of the hospital, as opposed to a clinic or doctor's office where a co-pay only might apply. Prior to your visit, please discuss your specific policy benefits with your insurance company so that your financial obligation is explained clearly to you.

If you have adequate proof of coverage (an insurance card, for example), have satisfied all prior approval and pre-certification requirements, and provide the appropriate claim forms and completed employee claim statements, then the hospital will accept an assignment of benefits up to the full extent of the coverage available. You must present your insurance card at admission, or the account will be considered self-pay.

Patients will be required to pay all applicable co-pays, coinsurance and/or deductible amounts prior to services being rendered. However, payment will not be requested prior to emergency screening and stabilizing treatment in accordance with federal law.

We accept Visa, MasterCard, Discover, American Express, checks and cash.

Accounts more than 30 days past due will accrue interest at the rate of 8 percent annually. This interest does not apply to deductibles/copayments of Medicare, Medicaid and or other governmental programs. Accounts under an agreed alternate payment contract will not be considered past due, provided the plan is accepted in writing in accordance with the Northside Hospital's Payment Installment Agreement plan within ninety (90) days of service with all conditions of the payment plan met.

In the event that a patient has not made a payment on his or her account for a period of 120 days or greater after the first billing cycle, Northside Hospital may pursue collection actions.

Private Pay (Non-Insured) Patients

If you are not covered by insurance, then you need to pay a deposit before receiving non-emergent services at the hospital. A deposit will not be requested prior to emergency screening and stabilizing treatment as required by federal law.

We accept Visa, MasterCard, Discover, American Express, checks and cash.

Accounts more than 30 days past due will accrue interest at the rate of 8 percent annually. This interest does not apply to deductibles/copayments of Medicare, Medicaid and or other governmental programs. Accounts under an agreed alternate payment contract will not be considered past due, provided the plan is accepted in writing in accordance with the Northside Hospital's Payment Installment Agreement plan within ninety (90) days of service with all conditions of the payment plan met.

In the event that a patient has not made a payment on his or her account for a period of 120 days or greater after the first billing cycle, Northside Hospital may pursue collection actions.