

Patient Financial Services Department

The care you receive at Geary Community Hospital continues after you leave the hospital.

The Patient Financial Services Department is available to help patients complete their hospital experience. Account representatives have been trained to submit claims to your insurance plan(s); explain the hospital's billing & collection process; understand an insurance plan's Explanation of Benefits statement, including general insurance coverage and benefit guidelines; apply payments to your accounts and assist you with developing a payment plan option that fits within your budget.

**Patient Financial Services
1110 St. Mary's Road
Medical Arts II, Suite 306
Junction City KS 66441**

**Hours: Monday-Friday
8:00 a.m.-5:00 p.m.
Phone: 785-210-3405
www.gchks.org**

On-line Payment Service

GCH offers on-line payment services through www.gchks.org under the PAY ONLINE menu option.

Here, accounts may be paid electronically by check, savings or credit card.

On-site Payment Services

While payments can be mailed directly to Geary Community Hospital, there are several locations where payments can be made while visiting our facility:

Patient Financial Services (PFS) Department:

- o Monday-Friday, 8:00 a.m.-5:00 p.m.
- o Located on the 3rd floor of Medical Arts II (Suite 306).

Main Lobby Drop Box



**1102 St. Mary's Road
P.O.Box 490
Junction City, KS 66441
(785) 238-4131**

www.gchks.org

Understanding Your Hospital Payment Options



Understanding Your Hospital Payment Options

Paying the rest of your bill after your health insurance has paid

GCH submits claims to your insurance carrier and will automatically apply insurance payments towards your balance.

Once your insurance has paid and applied to your balance, you will receive a patient billing statement from Geary Community Hospital showing any portion you are responsible for. This portion should be the same amount as reported on the Explanation of Benefits notice from your insurance company.

If you have questions about how much you owe, simply call the Patient Financial Services department at **(785) 210-3405** and speak to one of our patient account representatives.

But what if I don't have health insurance?

If you don't have insurance and believe you might be eligible for some type of coverage. GCH has staff who specialize in screening patients for possible coverage including: Medicaid, disability and COBRA coverage for those patients who qualify.

Staff is available to help you complete the appropriate forms to submit for such coverage. If you do not have health insurance and want to know if you may be eligible for healthcare coverage, please contact the **Medical Assistance Program (MAP) at 1-888-843-5817.**

GCH Payment Options

GCH offers several payment options to help patients make an affordable payment.

• Prompt Pay

Patients who submit their entire payment within 20 days of receiving their first patient billing statement may apply a 20% prompt pay reduction towards the amount due.

When submitting your payment online or through the mail, be sure to apply the 20% reduction prior to submitting your payment. There will be no refund/credits applied if the reduction is not taken at the time of payment. If making your payment in person, be sure to ask if you are eligible for the prompt pay reduction.

• Financial Assistance

For those individuals who qualify, GCH does offer financial assistance to reduce the amount a patient owes. To qualify, a patient must complete a one-page application and provide proof of their income (e.g. IRS tax forms, W-2s, bank statements, etc.) The proof of income must clearly show that the patient's income falls below 150% of the Federal Poverty guidelines.

You can request an application from Patient Access when you register or call **(785) 210-3405** and request an application.

• Payment Plans

Geary Community Hospital sends two bills to the patient or responsible party. If the account is not paid within those two billing cycles, a representative from GCH will contact you to set up a payment plan. To avoid having an account sent to a collection agency, it is important that you respond to the call and/or letter to discuss your payment options.

GCH does offer payment plan options if you cannot pay your entire bill right away. With these options, there will be no contract to sign and no annual fee. To qualify for payment plans, you will be required to answer questions about your family's income and expenses. This is to make sure the payment plan offered works within your budget. Long-term payment plans may include a 6-9% charge.

Once you have established a payment plan, you should make regular payments towards your account. Auto-deduction options via credit card or checking/savings account are available. Regular payment plan vouchers (payment reminders) are also available.

