



READING HEALTH
SYSTEM

Advancing Health. Transforming Lives.

Understanding Billing & Payment

Reading Health System

www.readinghealth.org





Reading Health System is committed to providing affordable, quality healthcare to all patients. We understand that billing and payment for healthcare services can be confusing.

Knowing your insurance policy is important for you to receive the maximum benefits for your healthcare services. Your benefit coverage level for care provided by Reading Health System is determined solely by your insurance. Reading Health is contracted with many health plans. A list of those plans can be found on our website (www.readinghealth.org, then click on the "Patients and Families" link). Or you can call our Patient Financial Services office at 484-628-5683 for a complete list. Please note: our list is not meant to be all-inclusive and is subject to change.

Please check with your health plan to verify coverage.

Understanding Your Financial Responsibility

When you are scheduled for a doctor's appointment or other test, study, or procedure at any of our Reading Health System locations, the representative who checks you in will enter information needed for your patient chart, and to help us bill your insurance. At this time, we will:

- Discuss your portion of the financial responsibility. We will let you know how much your co-pay and deductible will be for the service we will be providing.
- Discuss any past-due balances you may have with Reading Health System.
- Discuss payment options for your co-pay, deductible, and any past-due balances.

There are several payment options available to you at the time of registration. They include credit card using our secure card swipe at your point of service registration, or you can pay with a check, money order, or cash.

If you cannot pay the patient responsibility portion of your bill, one of our patient financial service representatives will speak to you about options. This may include a partial payment at the time of service, and arranging a payment plan.

If You Don't Have Insurance

If you do not have insurance coverage, one of our patient financial service representatives will speak to you. Our patient financial service representatives work with patients who are uninsured or underinsured to determine your eligibility for state medical assistance or other financial assistance, and will also help you apply for that assistance.

If you do not qualify for medical assistance, our patient financial service representatives will speak to you about a partial payment and arranging a payment plan to meet your financial obligation for your care.

For More Information

For more information about our billing and payment policies, you can:

Email us at: **call.center@readinghealth.org**

Visit us on our website at: **www.readinghealth.org**

Call us at: **484-628-5683**



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