

***What bills might I receive when I visit Knox Community Hospital?***

The bills you receive are determined by the services provided to you. In addition to your Knox Community Hospital bill, you may possibly receive bills from the following companies for related services:

Knox Radiology Associates, Inc.  
**1.800.224.3419**

Knox Emergency Services  
**1.800.514.1494**

OSU Physicians  
**1.888.886.8446**

Knox Anesthesia  
**740.393.2807**

Knox Diagnostic Imaging Center  
**740.393.9630**



*Just because the hospital is considered in-network, does not mean that these related services are as well. Any questions related to coverage should be routed to your insurance company.*

***How can I get a price quote for services?***

An estimated price quote for services can be obtained by contacting our Chargemaster Coordinator at 740.393.9636.

Estimates will be based upon the information you provide. The final bill is determined by the actual services provided.

***Our Commitment***

*Patient Financial Services is committed to provide excellent service in an accurate and timely manner. We want to ensure our customers feel valued, cared for, and satisfied with their entire hospital experience. We welcome your feedback so that we can ensure you receive excellent service.*

Please call the following numbers for assistance:

General Billing and Payment Questions  
**1.877.260.4967**

Financial Counseling  
**740.393.9630**

Price Quotes  
**740.393.9636**



*One Team United in Caring*

**Patient Financial Services**



**Frequently Asked Questions**



**Why do I need to show my insurance card every time I come to the hospital?**

Insurance information and coverage changes so frequently that reviewing your card at each visit allows us to ensure that we have your most current insurance information for proper billing.

**What information does the hospital use to post payments to my accounts?**

Insurance companies provide the hospital with the same explanation of benefits that they provide to the policy holder. The documents we receive determine how the payment is applied to the accounts. Any questions regarding the posting of payments should be directed to your insurance company.

**If I do not agree with the way my claim was processed by insurance, what should I do?**

The first step would be to contact either your benefit representative at your place of employment or your insurance company. If your claim needs to be resubmitted please contact a Patient Account Representative at 1.877.260.4967.

**If I cannot pay my bill, what can I do?**

At Knox Community Hospital, we understand that dealing with unexpected medical bills can be difficult; which is why we are here to help. Together we can see if you are eligible for one of our financial assistance programs. Please visit our Financial Counseling office located outside the lab in central registration, or call a Patient Account Representative at 1.877.260.4967 for an application or visit our web-site at [www.knoxcommhosp.org](http://www.knoxcommhosp.org) to access the instructions and application.



**Is my insurance considered in-network with Knox Community Hospital?**

Knox Community Hospital is considered in-network with the following insurance companies:

- Aetna Health Management
- Aetna Health Plans HMO
- AFL-CIO Food & Beverage Dealers
- Anthem Traditional
- Anthem PPO Blue Access/Access
- Anthem HMO Blue Preferred/Preferred Trust Fund
- ASC-Flora Health Network PPO
- Beech Street Corporation
- Caresource
- Central Benefits Mutual Insurance
- Cigna PPO
- Company Prefer One PPO
- Coalition America, Inc
- Creative Health Plans
- Direct Care America PPO
- Emerald Health Network
- First Health
- Heartland Hospice
- Hospice of Knox County
- Managed Care Incorporated PPO
- Medical Mutual of Ohio Molina
- Multiplan PPO
- Ohio Health Choice
- Ohio Health Group PPO (US Health Plan Inc.)
- Primary Health Services, Inc.
- Private Healthcare Systems PPO (PHCS)
- Prudential
- Super Med HMO/HMO Health Ohio
- United Healthcare

*If you believe your insurance is in-network but not on this list, please contact your insurance company for confirmation.*

*Currently Knox Community Hospital is not contracted with any Medicare Advantage plans. However, some services and plans are covered at Knox Community Hospital. Please contact a financial counselor for more information at 740.393.9630.*