

## OTHER BILLING

In addition to the billings referred to in this pamphlet, you may receive other bills for associated services, such as anesthesiology, cardiology and/or radiology. Please contact the individual billing offices with questions regarding their charges.

## PAYMENT OPTIONS

- Cash, checks, or money orders
- Credit Cards:  
Visa, MasterCard, Discover, or American Express
- Long-term bank loan
- 6-month payment contracts
- Online bill-pay is available on our website.

[www.epmedcenter.com](http://www.epmedcenter.com)

Estes Park Medical Center  
Estes Park Medical Group  
555 Prospect Ave.  
Estes Park, CO 80517

Main Phone: (970) 586-2317  
Fax: (970) 586-5757  
[www.epmedcenter.com](http://www.epmedcenter.com)

## WE'RE HERE WHEN YOU NEED US!

The Patient Financial Services department is happy to assist you with any of your billing questions.

## CONTACT US

### HOSPITAL BILLING:

Medicare/ A-M: (970) 577-4466

Medicare/N-Z (970) 577-4463

Insurance/Auto Claims: (970) 235-3023

Medicaid: (970) 577-4464

CICP: (970) 577-4467

Work. Comp: (970) 235-3012

Self Pay/Financial Counselor: (970) 577-4465

### CLINIC BILLING:

(970) 586-8219

Please choose from one of the menu options.

### OFFICE HOURS FOR HOSPITAL & CLINIC BILLING:

Monday-Friday 8:00 am to 5:00 pm

Email: [pfs@epmedcenter.com](mailto:pfs@epmedcenter.com)

*Thank you for choosing Estes Park  
Medical Center and Estes Park Medical  
Group for your healthcare needs.*



ESTES PARK MEDICAL CENTER  
*and*  
ESTES PARK MEDICAL GROUP

# BILLING and PAYMENT INFORMATION

Please take the time to review this pamphlet regarding important billing information.

If you have any questions, please feel free to contact us.



## MEDICARE

We will bill Medicare and any secondary insurance for you. You will be responsible for any co-pays deductibles or coinsurance.

## COMMERCIAL INSURANCE

If you are covered by health insurance, please remember this is a contract between you and the insurance company. Please check with your insurance company to clarify your specific benefits and requirements regarding your services. Colorado state regulations prohibit discounts on insurance co-pays deductibles or coinsurance balances.

As a routine practice, we collect co-pays and deductible amounts at the time of service.

If there is a balance due, after your insurance has paid, you will start receiving monthly statements. Several payment arrangement options are available for your convenience.

## MEDICAID

You must present a valid Medicaid Card in order for us to submit claims. If there is no eligibility for your date of service, you will be responsible for the bill.



## WORKMAN'S COMP

If your bill is covered by Workman's Comp Insurance, we will bill your employer's workers' compensation insurer. If the claim is disputed, you will be responsible for the bill.

## COLORADO INDIGENT CARE PROGRAM-CICP

This state program provides discounted health care services to low income people and families. You must be a Colorado resident, U.S. Citizen, or documented alien, and not eligible for Medicaid to qualify for this program. You must apply within 90 days of your hospital date of service.

Although the Estes Park Medical Group does not contract with CICP, please provide a copy of your card and we will work with you on your balance.

## AUTO CLAIMS

Auto accident claims can be difficult and confusing. We require your auto insurance company's name, address and claim number for your policy. Also, provide any other health insurance under which you are covered. See the back of this pamphlet for contact numbers regarding auto accident claims.

## SELF PAY

If you do not have medical insurance and are responsible for paying your bill, we expect payment at time of service. If you are not able to pay in full at the time of service, please contact the billing office to review possible payment options.

## PROMPT PAY DISCOUNT

A 20% prompt pay discount is available to self pay patients who pay their accounts in full within 45 days of the first bill.

## FINANCIAL ASSISTANCE

If payment of your health care expenses could create financial hardship for you, our staff will work with you to apply for financial assistance. We will determine your eligibility for assistance through Federal and State programs. If you do not qualify for these programs, you will be asked to complete an application for financial assistance. Information you provide is confidential and is only reviewed by staff processing your application. The application will be reviewed by Estes Park Medical Center's Financial Assistance Committee and you will be notified by mail within 30 days.

EPMC provides financial assistance for uninsured patients with family income levels up to 250% of Federal Poverty Guidelines. Assistance for underinsured patients qualify up to 400%.

You may call our office at 970-577-4465 to request an application. The application is also available in English and Spanish on our website:

[www.epmedcenter.com](http://www.epmedcenter.com)