

**Our Commitment.
Our Mission.**

To promote, preserve,
and restore health.

**Central Business Office
260.333.7699**



Promote. Preserve. Restore.

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Auburn, Indiana 46706
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DeKalbHealth.com



**Central
Business
Office**



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Payment Policies & Information

FOR THE PATIENTS OF DEKALB HEALTH AND DEKALB HEALTH MEDICAL GROUP

Patients With Insurance Coverage

DeKalb Health will file your health insurance for you. We request that patients present all their medical insurance cards to the registrar at the time of registration. We may ask the patient or responsible party to follow up with the insurance company for claims resolution if needed.

If insurance does not pay within 45 days from the time DeKalb Health files the claim, the patient or responsible party may be asked to make arrangements for payment of their account. Please refer to "Financial Arrangements."

Pre-authorization

If your insurance requires pre-authorization before receiving inpatient or outpatient services, you are responsible for obtaining the required pre-authorization. Contact Central Scheduling for help with any questions pertaining to authorizations at 260.333.7701.

Financial Assistance

Financial assistance through DeKalb Health may be available for patients deemed not financially able to pay their outstanding balance. Eligibility for financial assistance will be determined based upon the household income, number of dependents, and review of the applicant's current financial situation.

If you need assistance applying for Marketplace, Medicaid, or HIP 2.0, please contact our onsite ClaimAid Advocate at 260.920.3115.

All other means of financial assistance available through the state and/or federal government must be exhausted before financial assistance will be considered.

Financial Counselor

If you think you meet the criteria for financial assistance, please call the DeKalb Health Financial Counselor at 260.920.2618.

Financial Arrangements

DeKalb Health offers several payment options:

Pay In Full-Pay your bill in full via cash, check, money order or personal credit card; including Visa, MasterCard, Discover Card or American Express.

Payment Plan-Set up your account on an interest-free payment plan over a period of 6 months or 12 months, depending on the total outstanding balance.

Medical Loan-Apply for our interest-bearing medical loan. This loan may qualify for small payments over a longer period of time.

Physician Billing

Physicians are independent contractors and are not employed by the hospital. Professional fees charged by these physicians for services provided to you will be billed by the physician separately from the fees charged by the hospital.

If you receive a bill from the physician and have questions, please call the telephone number on that statement.

Physicians that may bill you separately:

- Family Physicians
- Pathologists
- ER Physicians
- Specialty Physicians
- Anesthesiologists
- Radiologists

How To Make a Payment

For your convenience, DeKalb Health offers multiple locations to accept patient payments:

- **Emergency Room:** Main Campus, Lot A, Door #5
(Payments accepted anytime)
- **Hospital Cashier:** Main Campus, Lot B, Door #1
(Normal business hours)
- **Central Business Office:** 1700 East 7th, St.
(Normal business hours)
- **Phone:** KeyBridge #844.213.7308
(Credit card or check by phone)
- **Online:** dekalbhealth.patientcompass.com
- **Mail:** (Please include account number)
Lake City Bank, PO Box 125, Warsaw, IN 46701

DeKalb Health Medical Group payments are also accepted in each of these locations during normal business hours and anytime in the ER.

Time of Service Collections

Co-payments are expected at the time of service for DeKalb Health Medical Group, the Emergency Room, or other hospital related services. Other estimated out of pocket expenses may be requested prior to or at time of service.

Collection Policy

In the event the patient or responsible party does not satisfy their financial obligation or make payment arrangements via one of the established procedures, DeKalb Health will have no alternative but to refer the account to a collection agency or an attorney.