

## PAYMENT OF SERVICES

### *Financial responsibilities*

Lodi Memorial Hospital makes every effort to provide excellent patient care while containing costs. In return the hospital appreciates patients' efforts to pay for care fully and in a timely manner. Statements will be sent to patients until accounts are paid in full.

### *Financial counselors*

Financial counselors are available to answer any of your billing questions, establish payment arrangements and help determine eligibility for financial-assistance programs.

### *Patient billing*

Patients with insurance coverage will have their plans billed shortly after services are provided. Patients are asked for a deposit prior to an elective admission. Self-pay patients who pay in full within 30 days from the first statement date will have a 40-percent discount applied. Patients unable to pay the entire amount, or who wish to make payment arrangements, should call the number on their statements.

### *Other bills*

Hospital statements contain charges only for services provided by the hospital. Patients may also receive bills from physicians or ambulance services.

## ADMISSION SERVICES

The Lodi Memorial Hospital Admissions Department is available to assist patients and/or their family members and answer any questions regarding registration or pre-admission information.

### *Office hours:*

Mon. - Fri., 7a-5p

### *Phone hours:*

Mon. - Fri., 8a-5p

209/339-7579

800/323-3360, ext. 7579

## BUSINESS SERVICES

The Lodi Memorial Hospital Business-Services Department is available to assist patients and/or their family members with questions regarding hospital bills.

### *Office/phone hours:*

Mon. - Fri., 7a-5p

209/339-7543

800/323-3360, ext. 7543

### **Lodi Memorial Hospital**

975 S. Fairmont Ave.

Lodi, CA 95240

[www.lodihealth.org](http://www.lodihealth.org)

## LODI MEMORIAL ADMISSIONS AND PAYMENT GUIDE



*People are  
at the center  
of all we do*



## WELCOME

*The Lodi Memorial Hospital Admissions Department wants to ensure that each patient's hospital visit is as comfortable as possible and that all patients receive the best possible care. The Lodi Memorial Hospital Business Services Department wants to be sure that patients are correctly billed for their care. This guide offers information to facilitate the admission and pre-admission processes. It also offers information to help patients understand the hospital-billing and collection processes.*

*Hospital admissions and billing processes can sometimes be confusing. A review of this information will help. If there is anything else the hospital staff can do to help, please ask.*

## ADMISSIONS

### ***Insurance review***

Before registering for admission to the hospital, patients should review their health-plan booklets and contact their health plans to clarify specific benefits and/or requirements. This would include pre-certification. To protect patients from having their bills denied for failure to pre-certify, it is essential that patients determine if their health plan requires pre-certification. If so, patients should follow through with the health plan. Failure to do so may result in the patient having to pay for the entire bill.

### ***Insurance card and identification***

It's important that patients bring their current health-insurance cards and a photo identification with them when registering.

### ***Forms***

Patients are asked to sign a variety of forms. These include a form regarding the release of medical records to the patient's insurer and another assigning insurance benefits to the hospital. Patients are also asked to sign forms indicating they have been provided information about the hospital-privacy and advance-directive policies.

### ***Advance directives***

Not everyone needs to refer to their written advance directive, but it is very important to have one in your medical record. Please ask your Lodi Memorial Hospital Admissions Representative for a sample so that you may discuss with your loved ones what medical measures you wish taken, or not, in the event you are not able to make or communicate your decisions.

### ***Pre-admission***

For most scheduled procedures patients are pre-admitted by telephone. Most paperwork is taken care of at this stage. However, when pre-admitted patients arrive at the hospital, they should present themselves to the Lodi Memorial Hospital Admissions Department Staff for wrist bands and last-minute details.

### ***Deductibles and co-payments***

Based on your insurance, the hospital collects deductibles and co-pay deposits at time of registration.

## **LODI MEMORIAL HOSPITAL FINANCIAL-ASSISTANCE PROGRAM**

Patients who do not have the means to pay for their hospital bill may qualify for our financial-assistance program.

Applicants who are eligible for this program will receive partial or full assistance with their medical bills.

Eligibility is based on the applicant's net worth and income. To determine eligibility the hospital uses federal poverty guidelines.

To qualify for this program, you must complete the financial-disclosure form and provide the requested information. These forms are available in the Lodi Memorial Hospital Admissions Department, Emergency Department or Business-Services Department. You may also request one from a financial counselor at the number below.

**Lodi Memorial Hospital  
Business-Services Office  
Conrad Building  
On the corner of Ham at Vine  
209/339-7543**

