



**Shriners Hospitals for Children®**  
Greenville

**Love to the rescue.®**



# Patient Financial Services Information

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## How Does SHC Use Insurance?

Shriners Hospitals for Children will obtain your child's insurance information before your appointment. SHC will send a claim to your insurance provider for service(s) performed during your visit. Any remaining balances such as copays, deductibles and coinsurance amounts will be billed to you by SHC.

## Do I Have an Out-of-Pocket Cost at SHC?

Shriners Hospitals for Children will send you a bill for the remaining balance after your insurance company has processed the claim. **You will not be held responsible for any services that have been denied by your insurance company.**

Please note that SHC cannot accept payment at the time of service. Once you receive your bill from SHC, you may mail in your payment as directed or arrange a payment plan that fits your budget. **If you feel that the amount due will cause a hardship to you and your family, please contact the hospital and ask to speak to Patient Financial Services.**

## Does SHC Accept My Insurance?

Shriners Hospitals for Children accepts all insurance providers, including Medicare and Medicaid. You may contact your insurance provider to see if we are considered an in-network or out-of-network provider. You may also contact Patient Financial Services or the Registration and Scheduling staff to determine our network status with your insurance

## Authorizations, Referrals & Inpatient Notifications

### Authorizations

Authorizations regarding services ordered by SHC physicians are handled by our Patient Financial Services staff before your appointment.

### Insurance Referrals

If you have an insurance plan that requires you to obtain a referral to seek care from a specialist, please talk to your primary care physician prior to your appointment at SHC. Insurance referrals can be faxed to Patient Financial Services at 864.240.3113.

If you do not know if an insurance referral is required to seek care at SHC, please contact our Insurance Referral Coordinator for assistance, or contact your insurance provider's customer service department by calling the number on the back of your ID card.

### Inpatient Notifications

For each inpatient hospitalization, SHC is required to contact your insurance provider to notify them prior to the admission date. The notification process is handled by our Patient Financial Services staff.

## Services Performed Outside of SHC

Occasionally, a patient will need services performed that cannot be completed at SHC. This includes, but is not limited to MRI's, CT scans, and some surgeries. It is your responsibility to ensure that the location or physician providing services to your child is part of your insurance provider's network. Any remaining financial balances for these outside services will be your responsibility, even if SHC ordered the test and selected the location.

SHC financial assistance **cannot** cover services performed by other hospitals and professionals. Please contact the Patient Financial Services staff at the location of your service(s) if you have questions or concerns regarding your ability to pay. SHC Patient Financial Services can assist you with contact information if you need it.

Please note that SHC **cannot** assist you with payment on your prescriptions, select medical equipment, and any rehabilitation therapies you receive from other locations.

## What if My Child Does Not Have Health Insurance?

At SHC, we do not turn away patients who do not have health insurance. We see all patients regardless of their ability to pay. We have many ways to assist with difficult financial concerns. Our Patient Financial Services staff will assist you in finding medical coverage or financial assistance. We offer charity care and/or Shrine assistance for those individuals who do not qualify for private or state funded health benefits.

Contact our Patient Financial Services staff before your appointment to discuss your options. If you do not call prior to your appointment, you will be required to speak with a Financial Counselor before you leave the hospital, which will lengthen your visit.

## What if My Child is Being Seen at SHC Due to an Injury?

If your child's visit to SHC is due to an injury, please provide us with the date and time the incident occurred when you check in for your appointment. It also helps if you have the names, dates and locations of any health care professionals that have already treated your child for this injury.

If the injury is being covered by another individual's health insurance, auto insurance or other type of medical coverage, please bring any documentation you have regarding this policy including the policy holder's name and policy identification number.

## What To Do Before Your First Appointment

### ♥ Please provide us with your child's medical records

We appreciate receiving the patient's medical records before their appointment. If you have medical record notes, biopsy slides, lab results, x-ray films, and CT or MRI reports, please mail, fax or bring them with you to your appointment.

#### Send records to:

Department  
Address  
& Contact  
Numbers

Shriners Hospitals for Children  
Health Information Services  
950 West Faris Road  
Greenville, SC 29605  
Phone: 864-271-3444  
Fax: 864-240-3113

♥ **Please bring the following with you to your appointment:**

- Insurance card
- Primary care physician's or clinic's name and address
- Referring physician's name and address, if applicable
- Medications and dosages list (including over-the-counter and herbal)
- Test results, x-rays, or any other records completed after your medical records were sent

## Planning Your Trip

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Planning your trip is an important part of your visit. If you have questions about driving directions, please contact the hospital at 864.271.3444.

If you need travel assistance please contact your local Shrine Center.

The Shrine Centers can also assist in arranging overnight stays if you are traveling from a great distance or if your visit will take longer than a day. If you do not know which Shrine Center is closest to you, please call 864.255.7846 for assistance.

Please be sure to find out if you need an insurance referral before visiting SHC.

### ♥ What is an insurance referral?

An insurance referral is a form of authorization, either paper or electronic, that comes from your Primary Care Physician (PCP) or a physician within your insurance network, showing their recommendation that you seek evaluation and possible treatment with a specialist. The insurance referral must be pre-approved by your insurance provider prior to your appointment date.

### ♥ Why do you need an insurance referral?

Some insurance plans require their policy holders and beneficiaries to obtain insurance referrals. Insurance plans that will not cover care provided outside of the primary care clinic unless an insurance referral is issued. Always check with your insurance provider to see if an insurance referral is needed.

### ♥ How do you obtain an insurance referral, if required?

If your doctor recommends that your child seeks care from a specialist, ask for an insurance referral to be sent to your insurance company. If you are covered with a Medicaid policy that requires an insurance referral, please have the physician or the physician's care team fax the insurance referral card to 864.240.3113. It is a good idea to ask for a copy of the insurance referral for your records.

### ♥ What does an insurance referral do?

The insurance referral provides the specialist with the number of visits that will be approved within a specific time frame. Insurance referrals usually last three months unless otherwise noted by the referring physician. The insurance referral specifies what types of services are to be performed, i.e., clinical services, labs, x-rays, blood tests, surgery, etc. If your insurance referral expires or you use up the number of allowed visits, you will need to ask the referring physician for a new insurance referral.

### ♥ What happens if you do not have an insurance referral, and your plan requires it?

You may be asked to speak with one of our financial counselors. We will try to contact your primary physician to obtain the insurance referral for you. If we are unsuccessful we will not be able to bill your insurance benefits for the cost of your care.

### ♥ Who do I contact if I have questions about the insurance referral process?

Please contact our Insurance Referral Coordinator by calling 864.240.8184.

## Who Can Help If I Have Questions?

Shriners Hospitals for Children's Patient Financial Services is available from 8:00 am – 4:30 pm, Monday through Friday. The staff can provide assistance with questions about insurance, costs, and coverage.

### ♥ Patient Financial Services

- 864.240.8184 (Monday – Friday)

### ♥ Insurance Referral Coordinator

- 864.255.7928
- 864.240.3113 (fax)

### ♥ Registration and Scheduling Department

If your name, address, telephone number, or insurance coverage has changed, please call the Registration and Scheduling Department at 864.255.7920.

### ♥ Billing and Payment Inquiries

For any billing and payment inquiries please contact our billing office 6 am – 5 pm, Monday through Friday at 864.240.8184.