

# Understanding your **Billing Statement**

You may receive more than one statement for the services you received.

Please review our information sheet concerning billing and separate statements.

## 1. Facility- Lourdes Medical Center

- If you received services at Lourdes Medical Center, you will receive a monthly statement with an account number starting with L. For example: L000000000
- If you received services at Lourdes Counseling Center, you will receive a monthly statement with an account number starting with Z. For example: Z000000000
- **R1 Customer Service Unit: Open Monday-Friday 8a-4:30pm**
  - i. They can assist with your billing questions/concerns, payment arrangements and taking payments.
  - ii. CSU direct line: (844) 459-1496
- **R1 Financial Counselors: Open Monday- Friday 7am-430p**
  - i. They can assist with Financial Assistance applications, Medicaid applications and/or AEM applications. Please allow up to 48 hrs for a return call, onsite Financial Counselor will not be able to provide a status on a pending application.
  - ii. Financial Counselor I: (509) 546-2206
  - iii. Financial Counselor II: (509) 416-8830
- **Evergreen billing solutions**
  - i. They handle *payment arrangements*, you will receive a letter from EBS directly.
  - ii. You do not need to wait for the letter in order to make a payment. Payments can be accepted at Lourdes Medical center in the Admissions department.

## 2. Surgeon/Physician Statement

- You will receive a statement from your Surgeon/Physician, please contact their office directly for billing questions/concerns/payments.

## 3. Kennewick Radiology Group

- If you received a radiology service, you will receive a statement from the agency above.
- Local billing office (509)392-5037
- Payments can be made over the phone at (877) 247-2143

## 4. Premier Anesthesia

- If you received Anesthesia during your procedure, you will receive a statement from the agency above.
- Payments/Billing questions, please contact Premier Anesthesia directly at (855)220-3662



## 5. Team Health

- If you were seen in the Emergency department, you will receive a statement from the agency above. ER providers are contracted with Lourdes and work directly with Northwest Emergency Physicians.
- Questions concerning their statement please contact their customer service at (888) 952-6772.
- City of Pasco- If you used an Ambulance service, you will receive a statement from City of Pasco. Please contact their customer service at (509)545-3488 option 3.

## 6. Rural Physicians Group

- If you were admitted as a patient, you will receive a statement from the RPG who employ the hospitalists who treated you during your stay.
- General questions: (303) 390-1940
- Billing questions: (303) 390-1926

## 7. Lab services

- If you received lab services during your visit, depending on the type of lab service you received you may receive a statement from one of the following: Labcorp/ incyte.

## 8. Lourdes Clinics

- If you received services within the Lourdes Clinics, you will receive a monthly statement with an account number starting with numbers from Athena. For example: 12345678
- Payments can be made directly within the Lourdes clinics. The hospital staff does not have access to the Lourdes clinics. Payments/Billing questions, please contact Athena directly at (855) 259-7663.

Common examples:

- Emergency department treatment plus emergency physician services
- Outpatient X-rays plus radiologist services
- Outpatient surgery plus Anesthesiology services and Surgeon services