

## Summary of Billing & Collections

Hegg Health Center has a billing and collections policy to provide payment options that are unique to each patient's financial situation while fulfilling their financial obligation. Patients are expected to honor the payment plan option agreed upon by both parties. This policy pertains to the patients that are not currently in the process for applying for Financial Assistance.

### **Payment Expectations**

1. Installment plans must adhere to the following guidelines with payment expected 30 days after the first post discharge statement from Hegg Health Center.
  - a. Balances less than or equal to \$1,000 must be paid in full within 12 months of initial installment plan.
  - b. Balances greater than \$1,000 must be paid within 18 months of initial installment plans.
2. Prompt Pay discount of 20% available if balance paid in full within 30 days of first statement date.
3. Interest will be applied to account balances after 90 days unless signed up for automatic payments using E-banking or credit/debit card. Payroll deductions can be used for Hegg Health Center employees only.
4. All accounts with no payments, inconsistent payments, or not in the financial assistance application process will be turned over to a collection agency 120 days after the first post discharge statement.

### **Payment Options**

1. Cash, check, credit/debit card are all accepted payment types.
2. Payment can be made online at [www.hegghc.org](http://www.hegghc.org).
3. E-banking (automatic withdrawal from bank account)
4. Automatic withdrawals from credit/debit card
5. Payroll deduction (Hegg Health Center employees only)

### **Payment Plans**

1. Apply for Medicaid or other state county assistance programs.
2. Seek a loan at a financial institution of their choice.
3. Apply for Financial Assistance by contacting the hospital business office or going online to [www.hegghc.org](http://www.hegghc.org) and select the Financial Assistance link.

If you need further information about the billing and collection process or to set up a payment plan, please contact the hospital business office at 712-476-8000.

This institution is an equal opportunity provider and employer.