

## How To Reach Us

If you have a question about your bill, please contact our Customer Service Department.

**Phone: 808-263-5132**

**Fax: 808-263-5228**

*Castle Medical Center*



640 Ulukahiki Street • Kailua Hawaii 96734

# Your Patient Account



We know you're here to get better.

Patient Financial Services is here to make the billing process as painless as possible.

## Understanding Your Statement

To help you read your bill, please pay close attention to the messages on your statement. Our Patient Financial Services Department may use it to provide information or ask you to:

- Contact your insurance company
- Apply for financial assistance
- Contact our billing office
- Make a payment

If you have health insurance, we will bill your health plan and send you a statement. You should only pay your deductible and co-insurance at this time. Once your insurance company has processed your claim, we will send you another statement. You must then pay any unpaid balance.

If you do not have insurance, the first statement you receive is your bill.

Full payment is due when you receive a bill requesting payment. If you need to make other financial arrangements, please call our Patient Financial Services Department at 808-263-5132.

## Paying Your Bill

Our Patient Financial Service Representatives can help you figure out your insurance coverage, apply for government aid or make interest-free payment arrangements.

We also are happy to provide you with an itemized billing statement.

We accept VISA, MasterCard, American Express, and Discover. We also can arrange short-term payment plans as needed.

## About Our Services

Patient Financial Services is made up of several departments: Admitting and Registration as well as the Patient Business Office, which is responsible for all billing and collections.

We have opened a patient account in your name where we will record all financial transactions related to your care. If you have given us insurance information, we will submit a claim on your behalf and will keep you informed of the outcome. Note that most doctors are independent practitioners and are not hospital employees or agents. They will bill you and/or your insurance company separately.

If you have questions or concerns, please call the phone number on your billing statement. For your convenience, it is also listed on the back of this brochure.

## Financial Assistance Policy

Castle Medical Center provides discounts to eligible low-income patients. If you can't pay part of your bill, please contact our Patient Financial Services Department. We will review your financial situation to determine if you are eligible for financial assistance.