



Teton Valley Health Care (TVHC) agrees to provide medical services to you. In return, you agree to pay for the services TVHC has provided.

If you have insurance, an insurance card (or policy and group numbers with the name of policy-holder) and your insurance company agrees you are covered:

- YOUR contract with the insurance firm may entitle you to payment for some or all of the services provided. However, you are still responsible for ensuring payment to TVHC for the services provided.
- TVHC will bill your insurance firm for the services. Your insurance firm determines what part, if any, they will pay for the services and what part is your responsibility. TVHC will bill you for the part of the bill that your insurance has not paid.

OR

You do not have insurance; you do not have your insurance information; your insurance company tells us you do not have coverage:

It is your responsibility to provide TVHC with valid insurance information or to work directly with your insurance firm if you were covered at the time of service. Until you provide us with valid insurance information, you are responsible for payment in full.

By signing below, I affirm that I understand it is my responsibility to ensure payment for services rendered by Teton Valley Health Care.

Signature of responsible party/Guarantor	Date

GENERAL INFORMATION

We realize that it can be difficult to understand health insurance coverage and medical bills. We hope you'll find the following tips helpful:

Billing - You will receive a bill from us after your insurance company has paid their portion of the bill or, if you do not have insurance or have not provided TVHC with your insurance information, you will receive our bill within 30 days after your visit to TVHC.

- If you believe the bill is in error, you should immediately contact us to discuss the bill and, if appropriate, we will adjust the bill.
- If you cannot pay your bill, please contact us for financial assistance.
- If you do not pay your bill and do not contact us to arrange for financial assistance, we will continue to try to collect the money you owe us by calling you and mailing your bills.

Ultimately, unpaid bills will be sent to a collection agency.

Copay – A copay is the fixed amount you pay for a covered health care service, usually paid when you receive the service. The amount can vary by the type of covered health care service. The insurance company determines the copayment amount and you are responsible for paying this when you check in.

Deductible - Your deductible is a specified amount of money you must pay before an insurance company will pay a claim. Deductibles usually renew every January, or when your insurance policy begins, and may not apply to all services.

Network - Many insurance plans also have networks. Generally, your costs will be lower if you utilize services that are defined as “in network” by your insurance company, and you will pay a higher percentage of costs if the care you receive is defined as “out of network.”

We have financial counselors who can assist you in applying for insurance, understanding your bill, and applying for financial assistance. Please contact us at 208-354-2383 if you would like assistance.

TVHC provides and promotes healthcare for our community. It's our goal to to make your experience the best it can be. Please contact us if you have suggestions for improvements or changes: info@tvhcare.org or (208) 354-2383.

Thank you.

