

Understanding Facility Charges

Frequently asked questions about fees for hospital-based clinic visits

Harrison Medical Center

Harrison Medical Center bills a facility charge for hospital-based clinic visits, including urgent care. To help you understand what this means, here are answers to some frequently asked questions about these charges.

Q. What is a facility charge?

A. A facility charge includes hospital expenses for a clinic visit that are separate from the cost of the medical provider. You will receive a separate charge from your medical provider for their services. The facility charge includes costs for running the facility, such as supplies, equipment, exam rooms, and Harrison Medical Center staff.

Q. What is a hospital-based clinic?

A. Some of Harrison's clinics are classified as hospital-based clinics because they are licensed as outpatient departments of the hospital. For example, urgent care clinics are outpatient departments of the hospital.

Q. Why does Harrison bill facility charges for clinic visits and urgent care?

A. It is standard practice to bill facility charges for visits to all hospital departments, including clinic and urgent care visits, to help cover overhead and labor expenses incurred by the hospital to support these types of visits.

Q. How will this charge affect me?

- A. It depends upon the type of insurance coverage you have.
- If you have Medicaid or Healthy Options, they pay the facility charge in full unless your plan requires you to pay a share of the charge. Harrison also has a financial assistance program that may cover your portion of the facility charge if you qualify based on a sliding fee scale that could go up to 100 percent coverage.
 - If you have commercial insurance, some plans apply different benefits to facility charges. This can change how much you owe. For example, you may be responsible for a percentage of the charge in addition to your deductible and co-pay. To clarify, we suggest you ask your insurance company to find out what your coverage is for hospital-based clinic facility charges.

Q. How much will the facility charges from Harrison cost?

A. The facility charge for a hospital-based clinic visit depends on the type of visit you have and what hospital resources it takes to complete the visit. For example, Harrison's urgent care facility charges are much lower than the Emergency Department charges. To better understand when a condition is urgent versus emergent, visit harrisonmedical.org/urgent-care. Your patient liability will be based upon your individual insurance benefits. Please contact your insurance plan regarding your specific benefits and cost share.

Q. What should I do if I have concerns about being able to pay for services?

A. We are here to help. CHI Franciscan Health has a generous financial assistance program with applications available at all clinics and urgent care locations, or online at chifranciscan.org/Billing-and-Finances/. Should you wish to discuss your options for payment or ability to pay, you may call the CHI Franciscan Health regional business office at (888) 779-6380 to speak with customer service.