

## **What is provider-based billing?**

Provider based billing is a clinic based in the hospital that is considered a department of the hospital. Even though you are seeing your regular physician in a clinic, your visit is billed under the hospital and not a physician office. You will see charges from the hospital to cover cost of operating the clinic (support staff, supplies, offices space) as well as charges for the provider that sees your child. The clinics uphold the same strict quality standards as all hospital departments and are also monitored by The Joint Commission. Medicare and Medicaid have distinct payment programs for provider-based billing and require we make that public as to which practices are part of the hospital.

## **What Clinics are hospital Departments and billed under provider-based billing?**

- East Tennessee Children's Hospital Pediatric Cardiology
- East Tennessee Children's Hospital Pediatric Endocrinology
- East Tennessee Children's Hospital Pediatric Gastroenterology
- East Tennessee Children's Hospital Pediatric Genetics
- East Tennessee Children's Hospital Pediatric Hematology/Oncology
- East Tennessee Children's Hospital Pediatric Neurology
- East Tennessee Children's Hospital Pediatric Pulmonology
- East Tennessee Children's Hospital Pediatric Sleep Medicine

## **Will my child's clinical care change?**

Nothing about your child's experience will change. You will see the same providers and receive the same level of care.

## **Will I have to pay more?**

Many things can affect the amount you will have to pay. If you have a government plan such as Medicare or TennCare (Medicaid) you will simply see two Explanation of Benefits after care has been received. If you have other forms of insurance, it will be processed as an outpatient benefit under your plan. Based on your plan you may have deductibles or co-insurance that will be applied to your visit. You may want to contact your insurance company to help them better explain your benefits. If you have a secondary insurance, they should pick up and pay any deductible or co-insurance that may apply.

## **What if I am having a hard time paying for my child's medical bills?**

Please don't hesitate to contact our Patient Financial Services Department to discuss your concerns. Our customer service team is happy to assist you with different options to help your family ensure your child receives the care they need. They can be reached at 865-541-8187, Monday thru Friday from 8:00 am until 4:30 pm.