

New Billing System

In response to patient feedback Mark Reed is fixing a major problem in the billing system. Patients advise that the care at Mark Reed is wonderful but their one complaint is that they frequently receive bills several months later. A new system and process is being implemented on December 1st. Mark Reed Health Care District has signed a contract with the CBO Solution Company. CBO will do all of the billing and collections for the hospital, the clinic and Elma Family Medicine. Billing will be timely for insurances and for individual payments. Payment plans will be set up for personal payments and all patients will be screened to secure any available assistance.

HOW WILL THESE CHANGES AFFECT YOU:

Who will I talk to if I have a question on my bill?

You'll call a toll free number with questions on either your insurance billing or on any statements you receive. You will be able to talk to a person about your bill. If your biller is on the phone with another patient, you'll be able to leave a message. Your biller will get back to you within one (1) business day.

What will my statement look like?

It will have the same information that your current statement has, such as a summary of your charges and a summary of the payments. It will have a toll free number that you can call and a new address to send your payments to. To see an example of our future statements, click [here](#). If you are setting up a monthly payment plan, you will also be able to pay online if you wish.

Will the payment policies change?

No. The payment policies will remain the payment policies of Mark Reed. CBO will follow payment policies specified by Mark Reed.

Can I still drop off payments in person at the hospital?

Certainly, you can still make a payment while you're in the hospital if you wish. The billing office on Maple St. will be closed.

When will I receive a statement?

CBO will bill your insurances. Once all of your insurances have paid, a statement will be sent to you. Click [here](#) to see an example.

Can I still request an itemized statement if I want one?

Yes. You would just call the toll free number of CBO and request an itemized, detailed statement. This is sometimes needed if you have a Medicare Part D (prescription drug) plan.

If you have other questions feel free to contact Ron Hulscher CFO at 360-495-3244 or Diane Gordon in the business office. We all are looking forward to the improvement in our billing system.