

# *Informing You*

Financial Information for Your Stay



## *Our Financial Services*

Nebraska Orthopaedic Hospital believes a healthy patient is also an informed patient. The Patient Financial Services Department of the hospital is ready to take any question you may have about your upcoming surgery or paying your bill after your stay.

### *The Process*

Prior to your surgery, you will be contacted by our pre-admission staff. In addition to information about your general health, they will collect insurance data to pre-approve your surgery. When you arrive for surgery, you will be asked for a co-payment or deductible. After you leave the hospital, a bill will be sent to your insurance company. After we have received payment (30-60 days) you will receive a letter asking for the remaining portion for which you are responsible.

### *Your Bill*

You will receive a bill from Nebraska Orthopaedic Hospital shortly after your stay with us. If at any time you have a question concerning your bill, please contact our Patient Financial Advisor at 402.637.0611

Please note that your personal or ED physician, surgeon, pathologist, radiologist, anesthesiologist, and other specialists bill separately for their services. Please contact them directly if you have any questions concerning their bills.

### *Insurance Coverage*

If you have insurance coverage and have supplied this information to us, we will submit a claim to your insurer on your behalf and keep you fully informed of the outcome of your claim.

At Nebraska Orthopaedic Hospital, we participate with most major insurance plans. To see a list of participating insurances, go to [www.neorthohospital.com](http://www.neorthohospital.com) under Financial Services.

## *Payment Methods*

At Nebraska Orthopaedic Hospital, you can pay your bills three ways:

### ***Online***

Using the Nebraska Orthopaedic Hospital website, you can access and manage your account, pay your bills online with a credit card or bank transfer, and get answers to your frequently asked questions. Visit [www.neorthohospital.com](http://www.neorthohospital.com) to sign up for an online account today.

### ***By Phone***

Call 866.398.0600 to pay your bill by phone using your credit card or bank withdrawal. We accept all major credit/debit cards and Care Credit.

### ***By Mail***

Use the payment envelope included with your billing statement and mail your payment to:

*Nebraska Orthopaedic Hospital  
2808 S 143rd Plaza  
Omaha, NE 68144*

## *Payment Options*

Nebraska Orthopaedic Hospital offers options with regard to payment. If you need more time because of personal financial needs or the amount due, please contact our Financial Counselor at 402.637.0611.

## *Can I Get an Estimate?*

Yes! Go to [www.neorthohospital.com](http://www.neorthohospital.com) to our online Care Estimate. Just by putting in your information concerning your procedure and insurance, we can provide you with an estimate of the costs associated with your stay within 48 working hours.

## *Questions about Your Bill?*

Our Patient Financial Advisor is always willing to help you answer any questions associated with the finances of your stay with Nebraska Orthopaedic Hospital.

Feel free to call us at **402.637.0611** and let us provide you with all the information you will need concerning the payment of your stay with us. You can even schedule an appointment to meet with us.

Visit **[www.neorthohospital.com](http://www.neorthohospital.com)** and go to our Financial Services section. You will find answers to some of the most frequently asked questions and of course, you can pay your bill from there online.

