

Hospital Billing and Payment Assistance

1190 Waiianuenu Avenue | Hilo, Hawaii | 808.932.3000 | HiloMedicalCenter.org



Our Mission Statement

Improving our community's health through exceptional and compassionate care.

Our Vision Statement

To create a health care system that provides patient centered, culturally competent, cost effective care with exceptional outcomes and superior patient satisfaction. We will achieve success by pursuing a leadership role in partnership with community health care organizations and providers.

Our Commitment to You

Hilo Medical Center's commitment to the community is that everyone receives quality care regardless of their finances. That's why we assist patients with applying for public health coverage programs, offer need-based discounts, and offer payment plans to eligible patients. We use set eligibility requirements to determine which patients qualify. These requirements are not meant to discourage anyone from seeking treatment but rather designed to ensure the hospital's resources are used in an appropriate manner. A summary of our program offerings are below.

Government Program Eligibility

Hilo Medical Center has dedicated staff to support your application for government sponsored programs like Medicaid and Medicare. Please call the number listed in the *How To Reach Us* section of this brochure or let a staff member know if you would like more information or help to apply. Applications are available at all hospital registration areas and from a Financial Counselor.

Need-Based Patient Discounts

If you are not eligible for a government program, you may be eligible for Hilo Medical Center's need-based Financial Assistance Program. Eligible patients will pay a reduced rate for certain hospital services, based on federal poverty guidelines. Please call the Business Office or speak with a Financial Counselor to inquire about the discount. Income qualifications for discounts on your bill are based on the Federal Poverty Guidelines for the State of Hawaii. Please refer to <http://aspe.hhs.gov/poverty-guidelines> for additional details.

How to Reach Us

Hilo Medical Center
1190 Waiianuenue Avenue
Hilo, HI 96720

Please call us with any questions regarding your bill.

For all inquiries, call (808) 932-3420.

Option 4:

Medicaid Eligibility
Help in applying for insurance coverage.

Option 5:

Financial Counselor
Help in determining if you qualify for need-based discounts.

Pay your bill online, at:

www.hilomedicalcenter.org/patient-portal.html

Nationally Recognized Health Information Management and Accounting Systems



Payment Assistance

Patients who do not meet the income requirements for a patient discount may still be eligible for an interest-free payment plan. This Program is only for your hospital bill and does not cover any other bills. For further information or to obtain an application for payment assistance, please contact us at the number listed on the left or contact a Financial Counselor. You may also be eligible for other programs based on need.

Financial Counseling

Hilo Medical Center has financial counselors who can assist you through the entire billing process. They can help interpret insurance benefits, apply for government sponsored programs, define payment plans, and provide you with an estimate of charges in advance of receiving care. Please don't hesitate to contact us if you have any questions about your upcoming visit.

Hospital Billing

Patient Financial Services is made up of several departments: Admitting / Registration, Financial Counseling, and the Business Office. We have opened an account in your name where we will record all financial transactions related to your care. If you have provided insurance information, we will submit a claim on your behalf. When the amount you owe has been determined by the hospital or insurance company we will send you a "Balance Due" notice. You may receive separate billing statements from other doctors or clinical staff that assisted in your care. This could include Emergency Physicians, Anesthesiologists, Radiologists, Home Health, Hospice and/or Pathologists. These doctors could have different arrangements with your insurance company that may lead to additional bills. For billing inquiries, please contact each provider at the number listed on their billing statement.

An itemized billing statement that details services provided can be requested after you leave the hospital by calling the business office number listed on the left of this brochure.