

# Frequently Asked Questions about Provider-Based Clinics

## What does Provider-Based Billing mean?

“Provider-Based” refers to the billing process for services received in a hospital-owned medical practice that is clinically integrated departments of the hospital. Simply put these are terms use to describe outpatient clinics that are actually part of the hospital. This is the national model of practice for healthcare organizations that provide both hospital and physician clinic services to their patients.

## Why is Southeast Iowa Regional Medical Center making this change?

Southeast Iowa Regional Medical Center is taking proactive steps to ensure high-quality care remains available to all of our patients. We strive to maintain a high level of physician services in our communities. By converting to a Provider-Based billing model, Southeast Iowa Regional Medical Center is ensuring it is reimbursed fairly for services it provides.

## What will be different?

You will continue to be able to see your provider of choice at Southeast Iowa Regional Medical Center and can expect the same level of quality care you have always received. From August 1, 2024, onward, every time you receive care from one of our Southeast Iowa Regional Medical Center providers, you will receive a statement from us that includes a line item charge for your health care provider/ professional services and a line item charge for the facility/hospital charges

## Will this affect my co-pays, co-insurance, or deductibles?

Depending on which clinical service is provided, there may be additional out-of-pocket expenses you may be responsible for. Your insurance plan coverage will be applied to both bills and the remaining balance will be billed to you. We recommend that you consult directly with your insurance company to find out which portion of your charges will be covered under the new system.

## What if I have secondary/supplemental insurance coverage?

Co-insurance and deductibles may be covered by a secondary insurance policy. Again, we encourage you to contact your insurance company and ask if they cover facility charges or provider-based billing. Make sure to ask what percentage is covered and verify your benefits.

## What clinics are included in this change?

- Family Medicine – Southeast Iowa Regional Medical Center, WB & FM
- Internal Medicine – Southeast Iowa Regional Medical Center, WB & FM
- Orthopedics – Southeast Iowa Regional Medical Center, WB & FM
- Mental Health – Southeast Iowa Regional Medical Center, WB & FM
- Cardiology – Southeast Iowa Regional Medical Center, WB
- Women’s Health – Southeast Iowa Regional Medical Center, WB & FM
- Surgical Services – Southeast Iowa Regional Medical Center, WB & FM
- Podiatry – Southeast Iowa Regional Medical Center, WB & FM
- Pediatrics – Southeast Iowa Regional Medical Center, FM
- Urology – Southeast Iowa Regional Medical Center, WB

- Nephrology – Southeast Iowa Regional Medical Center, WB
- Medicine Specialists (Infectious Disease & Rheumatology) – Southeast Iowa Regional Medical Center, WB
- Palliative Care-Southeast Iowa Regional Medical Center, WB
- Pulmonology – Southeast Iowa Regional Medical Center, WB
- Cancer Care – Southeast Iowa Regional Medical Center, WB (already)
- Eye Specialists (Ophthalmology) – Southeast Iowa Regional Medical Center
- Wound Care – Southeast Iowa Regional Medical Center, WB & FM
- Walk-In Clinic – Southeast Iowa Regional Medical Center, FM
- Specialty Clinic (Cardiology, Pulmonology)-Southeast Iowa Regional Medical Center, FM
- Henry County Health Center-Orthopedics
- Henry County Health Center-Specialty Clinic

**What are facility/hospital charges? I did not go to the hospital; I went to see my doctor...**

The Southeast Iowa Regional Medical Center clinic where you received services is an outpatient department of the hospital. Southeast Iowa Regional Medical Center is responsible for the cost to operate and maintain the clinics and the hospitals.

**Who should I contact if I have questions about my bill or cannot pay my bill?**

If you have questions or concerns, after you receive your statements, please contact Patient Financial Services at 319-768-3625, option 2.