



A Partnership with Select Medical Corporation

Billing Information

At Penn State Hershey Rehabilitation Hospital, we strive to ensure that your hospital bill is processed correctly and in a timely manner. Our Central Business Office (CBO) works with other hospital departments to gather the information needed to process your claim(s). To assist you in understanding how claims are handled, we offer the following commonly asked questions about billing and insurance coverage.

I HAVE COMMERCIAL INSURANCE. HOW ARE MY BILLS PROCESSED?

If you are covered by commercial insurance, Penn State Hershey Rehabilitation Hospital will bill your commercial insurance carrier following your discharge. Your commercial insurance will send you an Explanation of Benefits summarizing the payment and any balance due. After the CBO receives the commercial insurance payment, the hospital will send your claim to your secondary insurance company (when applicable) or will send you a bill for any amount your commercial insurance states you owe. Payment is due within 30 days after your commercial insurance payment is posted. If payment or payment arrangements are not made within 90 days after your insurance pays, your account will be sent to our Extended Business Office for collection.

I HAVE MEDICARE COVERAGE. HOW DO YOU BILL MEDICARE AND ME?

If you are entitled to Medicare benefits at the time services are rendered, Penn State Hershey Rehabilitation Hospital will file the claim to Medicare. Medicare will send you a Summary Notice (also known as a Remittance Advice) when they issue payment. This summary will show how much Medicare has paid to Penn State Hershey Rehabilitation Hospital and the balance you owe on your account. After the Medicare payment has been posted to your account, Penn State Hershey Rehabilitation Hospital will send you a bill for any amount that Medicare states you owe. Payment is due within 30 days after the Medicare payment is posted. If you would like to make payment arrangements, please call your Patient Account Representative. If payment or payment arrangements is not made within 60 days after receiving the initial correspondence from Penn State Hershey Rehabilitation Hospital, your account will be sent to an outside agency for collection of the remaining balance.

I HAVE MEDICARE AND COMMERCIAL INSURANCE. HOW DOES THIS GET BILLED?

If you have commercial insurance secondary to Medicare, Penn State Hershey Rehabilitation Hospital will bill Medicare following your discharge. Once Medicare has approved your claim for payment, they will send you a Summary Notice showing the amount they have paid to the hospital and any balance due. When Penn State Hershey Rehabilitation Hospital posts the Medicare payment, our Central Business Office will bill your secondary insurance. If your secondary insurance carrier does not pay within 45 days, we will send you a statement requesting that you contact your secondary insurance company to determine why payment has not been issued. Once payment is received from your secondary insurance company, a letter will be sent to advise you of any additional or outstanding amount due. This balance will be your responsibility and payment is due within 30 days. If, after 60 days, the payment is not received or payment arrangements are not made, your account will be sent to an outside agency for collection of the remaining balance.

I HAVE MEDICARE AND MEDICAID. HOW ARE MY BILLS PROCESSED?

If Medicare is your primary coverage and Medicaid is secondary, Penn State Hershey Rehabilitation Hospital will bill Medicare following your discharge. Medicare will send you a Summary Notice when payment has been issued, which will show how much has been paid and the balance due. The balance will be submitted to Medicaid. After Medicaid has issued payment to our hospital, any balance will be resolved according to Federal guidelines and you may be sent a statement indicating any additional patient responsibility.

IF I DON'T HAVE INSURANCE, HOW WILL YOU BILL ME?

If you are not covered by commercial insurance, Medicare or Medicaid, you will be asked to make a deposit on your account prior to admission to Penn State Hershey Rehabilitation Hospital. A statement will be sent to you several days after you are discharged from our hospital indicating the current balance due. If payment arrangements have not already been established, please contact your Patient Account Representative when you receive this statement.

WILL I RECEIVE OTHER BILLS?

Depending on the services you receive at Penn State Hershey Rehabilitation Hospital, you may get several different bills. First, Penn State Hershey Rehabilitation Hospital will send a bill for hospital services. There will be a separate bill for those services provided by our physicians. In addition, if certain tests or procedures were performed, you may receive a separate bill for professional interpretation by a radiologist, pathologist, cardiologist or other physician. Likewise, if you are transported by wheelchair transport van, ambulance or other similar vehicle for appointments outside of the hospital, you may also receive a bill from the transportation company.

**If you have any additional questions or concerns, please call our
Central Business Office toll-free at 888.823.8940.**