

For information on other programs that can help you pay medical bills, please contact the following:

MEDICARE: www.medicare.gov or 1-800-MEDICARE

PENNSYLVANIA MEDICAL ASSISTANCE PROGRAM:
<http://www.dpw.state.pa.us/omap/omaprecmain.asp>
1-717-787-1870

PENNSYLVANIA INSURANCE DEPARTMENT:
www.insurance.state.pa.us/html/chip/html
adultBasic: 1-800-GO-BASIC
Children's Health Insurance Program (CHIP):
1-800-986-KIDS

WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES:
<http://www.wvdhhr.org/bms/> or CHIP: 1-800-449-8466

OHIO SENIOR HEALTH INSURANCE INFORMATION PROGRAM:
<http://www.ohioinsurance.gov/ConsumServ/ConServ>
Index.asp?Menu=2 or 1-800-686-1578

CHECK UP ON HEALTH INSURANCE CHOICES:
<http://www.ahrq.gov/consumer/insuranc.htm>

WPAHS CUSTOMER SERVICE

Allegheny General Hospital

Customer Service: 1-800-547-0540
Financial Counselors: 412-359-4067, 412-359-6474,
412-359-8076

Allegheny General Hospital – Suburban Campus

Customer Service: 1-800-547-0540
Financial Counselors: 412-734-6837

Alle-Kiski Medical Center

Customer Service: 724-226-7054
Financial Counselors: 724-226-7478

Canonsburg General Hospital

Customer Service: 724-745-6300
Financial Counselors: 724-745-6311

The Western Pennsylvania Hospital

Customer Service: 1-800-547-0540
Financial Counselors: 412-578-5031, 412-578-5463

The Western Pennsylvania Hospital – Forbes Regional Campus

Customer Service: 1-800-547-0540
Financial Counselors: 412-858-2325, 412-858-2521

WPAHS (general)

Customer Service: 1-800-547-0540
Financial Counselors: 412-330-4825, 412-330-5421,
412-330-5814

ALLEGHENY GENERAL HOSPITAL
ALLEGHENY GENERAL HOSPITAL –
SUBURBAN CAMPUS
ALLE-KISKI MEDICAL CENTER
CANONSBURG GENERAL HOSPITAL
THE WESTERN PENNSYLVANIA HOSPITAL
THE WESTERN PENNSYLVANIA HOSPITAL –
FORBES REGIONAL CAMPUS

PATIENT FINANCIAL RESPONSIBILITY

IMPORTANT INFORMATION ABOUT:

- WHAT TO DO IF YOU'RE UNINSURED
 - PAYMENT PLANS
 - HOSPITAL EXPENSE LOAN PROGRAM
 - MEDICAL ASSISTANCE
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**WEST PENN ALLEGHENY
HEALTH SYSTEM**



While West Penn Allegheny Health System (WPAHS) expects patients to pay their medical bills, we offer a variety of options and payment plans.

If you are uninsured or have coverage that requires you to meet large deductibles or co-payments,

please pay special attention to the following payment procedures.

WEST PENN ALLEGHENY HEALTH SYSTEM ACCOUNT ASSISTANCE PROGRAM

- WPAHS accepts **cash, personal checks,** and **cashier's checks.**
- Bills may also be paid by **credit card.** All WPAHS hospitals accept Visa, Mastercard, Discover and American Express. Using a credit card provides you with the opportunity to benefit from rewards offered by your credit card company.
- **On-line** bill payment is available at several WPAHS hospitals. Please call your hospital's customer service department for more information on this option.

- **Payment plans** are available to patients with bills greater than \$75. To make payment arrangements, please contact the customer service number on the back of this brochure. Balances less than \$75 must be paid upon receipt of billing.
- **Hospital Expense Loan Program (HELP)** loans are available to qualifying patients with bills between \$125 and \$10,000. HELP provides personal, interest-bearing loans for paying hospital bills that have not gone to a collection agency. HELP loans may be repaid over one to five years at a 9.5% interest rate.
- **Medical Assistance** programs offered by state governments may help you pay your bills and qualify for medical insurance or prescription drug coverage that will help pay for future health care. Pennsylvania's adultBasic insurance program provides benefits including preventive care, emergency services, accident coverage, Women Infants and Children (WIC) benefits, maternity care, and medical care to residents ages 19 to 64 who have no other health coverage and a family income that meets state requirements. Other states offer similar programs that may be helpful to you.
- The **WPAHS Account Assistance Program** provides discounts to uninsured patients. Other discounts may be available to patients who meet specific income guidelines and complete an Account Assistance Application.

More detailed information on WPAHS' payment policies and options is available on our website at: http://www.wpahs.org/patients/patients/insurance_coverage.html or by calling the customer service numbers on the back of this brochure.