

A GUIDE TO YOUR HOSPITAL BILL

Bonner General Health is committed to clear, transparent billing practices in compliance with Idaho and federal law. Patient care includes treatment, billing, and assistance with account resolution.

INSURANCE BILLING

As a courtesy, Bonner General Health will submit claims to your insurance provider when insurance information is provided. Insurance companies determine payment based on your individual benefits and coverage.

If a claim is denied, delayed, or requires additional information, you may be asked to contact your insurance provider. Any amount not covered by insurance, including copayments, deductibles, or coinsurance, is the patient's responsibility.

Once insurance processing is complete, you will receive a billing statement from Bonner General Health for any remaining balance. Payment is due upon receipt of the statement. Financial assistance and interest-free payment plans are available for eligible patients.

PATIENTS WITH INSURANCE

Please provide complete and accurate insurance information at registration. Some services require prior authorization from your insurance provider. If required authorization is not obtained, insurance may deny payment, which could result in patient responsibility.

PATIENTS WITHOUT INSURANCE

Patients without insurance, or those choosing not to use insurance, are encouraged to contact Patient Financial Services to discuss payment options or financial assistance.

GOOD FAITH ESTIMATES FOR UNINSURED OR SELF-PAY PATIENTS

Under federal law, patients who do not have insurance or who choose not to use their insurance may have the right to receive a Good Faith Estimate of expected charges for scheduled healthcare services. For more information about your rights and Good Faith Estimates, visit the Centers for Medicare & Medicaid Services website at: <https://www.cms.gov/nosurprises>

PROMPT PAY DISCOUNTS (SELF-PAY)

- 30% discount if paid in full within 30 days of the first billing statement
- 15% discount if paid in full within 60 days of the first billing statement

PAYMENT OPTIONS

Payments may be made online, by phone, by mail, or in person using cash, check, or major credit cards. Extended payment plans may be available based on individual circumstances.

TELEPHONE CONSUMER PROTECTION ACT (TCPA):

You authorize Bonner General Health and its agents, vendors, and service providers (including billing and collection partners) to contact you for purposes related to treatment, payment, healthcare operations, and your account, including billing, financial assistance, and administrative follow-up. Communications may be made to any telephone number or email address you provide, including wireless numbers, and may include voice calls, prerecorded or artificial voice messages, text (SMS) messages, including those made using automated or dialing technologies.

You understand that your consent is not required as a condition of receiving medical treatment. Message and data rates may apply. You may revoke or limit this consent at any time by notifying us in writing or by following opt-out instructions provided in a message (such as replying **STOP** to a text). Revocation will not apply to communications that are legally required or otherwise permitted without consent under applicable law. This authorization remains in effect until revoked.

PROFESSIONAL SERVICES

Your hospital bill includes charges for services provided by Bonner General Health. Certain professional services, such as those provided by emergency physicians, anesthesiologists, radiologists, pathologists, or other specialists, may be billed separately by those providers.

WE CAN HELP

Patient Financial Advocates are available to help explain your bill, review payment options, and assist with financial assistance applications. If you have questions about your bill or need billing assistance, please contact Patient Financial Services at **208-265-1158**.