

# Understanding your bill.

This urgent care clinic is operated by the University of Rochester Medical Center, licensed under Strong Memorial Hospital, and is considered a hospital-based urgent care clinic. This may mean that you will be billed for this visit *as though you had visited the hospital* and not a free-standing urgent care clinic. To learn more about how you will be billed for a visit at this location, please contact our Patient Services office at **(585) 758-7650** or **(888) 925-4301** and/or your insurance company.

## What is a hospital-based urgent care clinic?

A hospital-based urgent care clinic is a clinic that is owned and operated by a hospital.

## How does receiving care at a hospital-based urgent care clinic affect patient billing?

For services received at a hospital-based urgent care clinic, patients may receive two charges on their bill — one represents the facility fee and one represents the provider fee.

Services provided at hospital-based urgent care clinics must be billed in the same way they would be billed as if those services were provided at the hospital. This billing model is different than billing for services provided at provider-based or private clinics. By choosing a hospital-based urgent care clinic, you may receive separate charges for the facility and provider services depending on your health insurance plan.

## Does this mean I will have to pay more for services?

*Depending on your specific insurance coverage it is possible you will pay more for services at our hospital-based urgent care clinics.*

We encourage you to review your insurance benefits and/or contact your insurance provider to determine what their policy will pay and what out-of-pocket expenses you may incur.

You may want to ask your insurance provider whether they cover facility charges in a hospital-based outpatient setting. If they do, you may want to ask how much of the charge is covered or will be applied to your deductible. You should also verify your co-pay responsibilities for the type of visit

## How will this affect my copays or deductibles?

It depends on your specific insurance coverage. Different insurance plans treat these fees differently. The provider fee may be subject to a copay. The facility fee may be subject to deductibles and coinsurance, which may mean that your out-of-pocket cost is higher.

*If you contact your insurance company, be sure to specify that your care will be provided by and billed as a hospital-based service.*

## Where can I call if I have more questions?

For more information, contact the Patient Services office at Strong Memorial Hospital at (585) 758-7650 or (888) 925-4301.

## What options are available if I need help paying for health care services?

We have financial assistance options that can help.

To learn more about these options, call **(585) 758-7650** or **(888) 925-4301**.



Urgent care clinics associated with Strong Memorial Hospital, for which this billing process applies:

1669 Pittsford Victor Rd.  
Victor, NY 14564

3400 Monroe Ave.  
Rochester, NY 14618

2047 West Ridge Rd.  
Rochester, NY 14626

42 Nichols St.  
Spencerport, NY 14559

2070 Empire Blvd.  
Webster, NY 14580