



English - Spanish

Frequently Asked Questions about “Provider-Based” or “Hospital Outpatient” Billing

Q: What does “provider-based” or “hospital outpatient” mean?

A: “Provider based” or “hospital outpatient” refers to the billing process for services rendered in a hospital outpatient clinic or location. This is the national model of practice for large, integrated delivery systems where the hospital owns space and employs support personnel involved in patient care. This is a Medicare status for hospitals and clinics that meet specific Medicare regulations and requires that we bill Medicare in two parts (Part A and Part B). We are required to follow the same billing guidelines for all other insurance carriers, as well.

Q: How does this affect billing?

A: Under this model patients may receive two (2) bills. One bill will be for the outpatient services provided by Northside Hospital and a second will be for the care given to you by your physician. Previously, all services were provided by the physician office and charges were grouped together on your physician billing statement. Depending on a patient’s specific insurance, it is possible that some benefits may differ for these services and procedures. Patients are advised to review their insurance benefits or contact their insurance provider to determine what their policy will cover and identify any out-of-pocket expenses.

Q: Does this mean patients will pay more for services?

A: Depending on their particular insurance coverage, it is possible benefits may differ for certain outpatient services and procedures at provider-based/hospital outpatient locations. We recommend patients review their insurance benefits or contact their insurance provider to determine what their policy will pay and what out-of-pocket expenses they may incur based on the location of the services provided.

Q: Does this affect patient co-pays or deductibles?

A: Depending on each patient’s specific insurance benefits, deductible, co-insurance and co-payments may be applied for provider-based services. If there is a secondary insurance, the benefits may cover a portion of the expense.

Q: What can patients do if they are having difficulty paying for healthcare services?

A: Northside Hospital offers discounting and charity programs to assist qualifying patients with their expenses. Detailed information is available by calling the Northside Hospital Customer Service Department at 404-851-6500.

Q: Why does the Medicare Secondary Payer (MSP) questionnaire need to be completed?

A: As a participating Medicare provider, we are required to screen Medicare patients according to the MSP rules. These questions help us to confirm if Medicare or another payer should process the insurance claim as primary.