

### General Billing

Kellogg Cancer Center offers the unique service of having dedicated financial advocates help explain your bills. Bills for services and procedures, and physician services completed at Kellogg Cancer Center come from NorthShore University HealthSystem. These bills will reflect procedures, laboratory tests, pharmacy charges and chemotherapy administration. Reimbursement for these charges varies.

We ask that you confirm your coverage with your insurance company to identify services covered and not covered. For example, some insurance policies do not cover the cost of drugs that are self-administered. Please inform us of any special requests or exclusions made by your insurance plan.

Visit the billing section of our website at **northshore.org** (found under the Patients & Visitors tab) to pay a hospital or NorthShore Medical Group physician bill online.

You may also use the following phone numbers for billing questions:

**NorthShore Financial Services Department (847) 570-5000**

**Patient Financial Advocate**

- Evanston Hospital .....(847) 570-1825
- Glenbrook Hospital .....(847) 503-1181
- Highland Park Hospital .....(847) 926-4724

### Diagnostic Tests

Please schedule all diagnostic tests ordered by your physician—such as CAT scans, MRIs and PET scans—within one or two days before your next visit with your medical oncologist. This allows your physicians to give you the results for your test in the timeliest manner possible.

**NorthShore Scheduling Number (888) 364-6400**

Your insurance policy may require preauthorization for diagnostic testing. The Kellogg Cancer Center Preauthorization Team will help you complete this authorization and may contact you with questions.

**NorthShore Preauthorization Team (847) 982-4666**

### Cancer Treatment Financial Information

Cancer treatment is constantly evolving and new chemotherapies and drugs are frequently being released for use and approved by the U.S. Food and Drug Administration (FDA). Prior to initiating treatment, it is important to address and acknowledge several relevant issues regarding these treatment approaches.

- Treatment recommendations are evidence-based (treatment backed by scientific evidence) and take into consideration possible benefits as well as toxicities.
- We will need to verify your insurance information to ensure that we have the most recent data in our system. Please immediately notify us of any changes in your insurance coverage.
- Please note that your health insurance may not cover the cost of the recommended treatment or drug; therefore, we recommend that you contact your insurance provider to determine eligibility and in-network status.
- Kellogg Cancer Center Patient Financial Advocates will contact your insurance carrier to review coverage. If this treatment is not covered by your insurance, we will review other options to help with the financial burden, and appeals will be submitted when prior authorization is denied.
- Kellogg pharmacy staff will work with industry foundations to determine available resources, including free or reduced-cost drug and financial support.
- When applicable, efforts will also be made to obtain a drug on a “compassionate use” (use of an investigational product not approved by the FDA) basis.
- Confirmation of treatment schedules will be reliant upon approval status and/or drug availability.

If you have any questions or concerns regarding this information, please contact a member of your care team or the Kellogg Patient Financial Advocates listed below.

#### **Evanston**

Kellogg Cancer Center  
Marrissa Wiley  
(847) 570-1825

#### **Glenbrook**

Kellogg Cancer Center  
Nin Ewan  
(847) 503-1181

#### **Highland Park**

Kellogg Cancer Center  
Kendall Chaney-Ward  
(847) 926-4724