

### General Billing

Kellogg Cancer Center offers the unique service of having dedicated financial advocates to help explain your bills. Bills for services and procedures completed at Kellogg 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 identifying what services will and will not be 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. You will receive a separate bill from your physician.

Visit the billing section of our website at [northshore.org](http://northshore.org) to pay a hospital or NorthShore University HealthSystem's Medical Group physician bill online.

You may also contact 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) 926-4724

Highland Park Hospital .....(847) 926-4724

### Medicare Billing

As a Medicare beneficiary, you may receive more than one bill for a visit that together represents the total cost of the visit. Medicare requires that Provider-Based sites bill patients separately for services provided by physicians (Professional Fees), and for expenses incurred by our practice in providing care (Facility/Technical fees), such as office space, nursing, supplies and the like.

#### **Here are a few important things for you to know about these bills:**

The sum of the bills you will receive reflects the same total charge that is billed to non-Medicare patients. One bill will be from your physician for a visit and will note the charge for his/her professional services. The second bill will be from the NorthShore University HealthSystem's Hospital Billing Service and will note the technical charge for use of the physician office, medical supplies, nursing staff, etc. The bill comes from NorthShore's hospitals as our offices are designated by Medicare as extensions of our hospitals.

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### Medicare Billing *(continued)*

Both bills are subject to Medicare’s deductible and coinsurance. Supplemental insurance benefits you may have, may provide additional coverage. Contact your supplemental insurance company if you have questions about coverage.

More than one bill may be sent because Medicare has designated Kellogg Cancer Center as “Provider-Based” sites of care. This designation recognizes that our practices operate as extensions of our hospitals, meeting rigorous standards for quality care, infection control, patient confidentiality and more, while submitting to periodic, unannounced inspections by state and federal authorities.

While Provider-Based designation is not typical or required of physician practices, we believe this status bears testament to our overriding commitment to superior care and continuous quality improvement.

Please refer to the phone number listed on your bill for assistance with any additional questions you may have about charges for your care or contact the following:

- Medicare ..... (800) 633-4227
- NorthShore Financial Services Department ..... (847) 570-5000
- Springfield Service Corporation for the NorthShore Medical Group..... (877) 210-4351