

About Your Healthcare Bills

For care at the Heart Institute at UW Medical Center

This handout explains the bills you will receive for the medical care you received at the Heart Institute.

What bills will I receive for my care?

After your hospital stay or clinic visit, you will receive at least 2 bills, depending on what services were provided. You can expect to receive bills for both *facility fees* and *professional fees*.



As a patient at the Heart Institute, you will receive at least 2 bills for the services you received.

Facility Fees

Patient Financial Services (PFS) sends bills for the services patients receive when they are treated at one of the UW Medicine facilities. These facilities include University of Washington Medical Center (UWMC), Harborview Medical Center (HMC), or any of the UW Medicine clinics, such as the UWMC-Roosevelt clinics.

Facility fees cover hospital stays, clinic visits, and other services such as X-rays, lab tests, and therapies.

Professional Fees

You will also receive a bill from UW Physicians (UWP) for professional fees. These fees are for the services you received from each provider involved in your care.

Who do I call if I need to change my insurance information or have billing questions?

- If you have yet not had your clinic appointment and need to update or change your insurance information, please call clinic registration at 206.598.4388.

- If you have updates or questions after your clinic visit, please call one of these offices:
 - UWMC Patient Financial Services:** Weekdays from 8 a.m. to 5 p.m., call 206.598.1950 or 877.780.1121 (toll free).
 - **UW Physicians (UWP):** Call 206.543.8606 or 888.234.5467 (toll-free).

To Learn More

To learn more about costs and coverage, please visit the UW Medicine Billing Information website at www.uwmedicine.org/patient-resources/billing-and-insurance.

Questions?

Your questions are important. Call your doctor or healthcare provider if you have questions or concerns.

Heart Institute at UW Medical Center: 206.598.4300