

## Department of Radiation Oncology Patient Insurance Information

Your treatment at Inova Alexandria Hospital will result in two invoices and possibly two co-payments depending on your insurance carrier. Inova Health System will bill for the facility, equipment and personnel component of your care and will be processed on a monthly basis. Required co-payments will be collected at the time of service. Radiation Oncology Associates will bill separately for the services provided by your radiation oncologist.

On the day of your first visit, you will be asked to sign documents that allow us to bill and receive payment from your insurance carrier. If there is a remaining balance after your insurance carrier has made its payment, you will be billed for that amount.

Your insurance policy is a contract between you and your insurance company. Your policy may require that you obtain a referral and/or authorization before services are rendered. If you fail to follow these requirements, your insurance company may refuse to pay for your care and you will be personally responsible for payment. Authorization and referral forms can be faxed to 703-504-7979. Request that referrals specify Inova Alexandria Hospital, along with the name of your radiation oncologist.

Your insurance company may have a contract with your primary care physician, Inova Alexandria Hospital and/or Radiation Oncology Associates, however, your insurance company may not always have a contract with all three. The high number of insurance plans and their ever-changing rules are complex. Please be assured that we will work with you to facilitate payment but compliance with provisions of your own policy is your responsibility.

Daily co-payments are collected for treatment appointments only. They are not collected for planning visits and dose calculation charges that occur prior to the start of treatment. Your hospital bill will reflect these charges.

If your radiation oncologist is not contracted to provide care under your plan, your insurance company may require that you go to another facility in order to be fully covered. If you elect to be treated at Alexandria Hospital, you may incur higher co-payments. It is sometimes possible to get approval for treatment if there are convincing reasons why going elsewhere would represent a hardship. Approval must be obtained before starting the planning and treatment process.

If you do not have health insurance and you cannot afford to pay for radiation treatment, please ask to speak with the Cancer Center's social worker who will guide you to the appropriate community resources as well as to Alexandria Hospital's financial coordinator.

For questions relating to hospital charges during your treatment, call 703-645-2899. Questions relating to physician charges may be directed to New Bedford Corporation at 800-843-5258, option #2.