



## Patient Billing Frequently Asked Questions

### How do I pay my bill?

You may pay your bill online, by phone, or by mail. PIH Health accepts VISA, Mastercard, and American Express.

- To access our secure online payment portal, please click on one of the following:
  - [PIH Health Hospital - Downey](#)
  - [PIH Health Hospital - Whittier](#)
  - [PIH Health Physicians](#)

Payments made online by 12pm will be credited to your PIH Health account within two business days. Please note, you will need to provide your patient account number, which you can find on the upper left hand corner of your PIH Health bill.

- To reach our Customer Service Representatives to pay by phone, please call **562-698-0811, Ext. 14181**. Our office hours are Monday through Friday from 8:30 am to 4:30 pm.
- If you are making your payment by mail, PIH Health accepts credit card payments as well as personal checks, money orders, and cashier's checks. Please do not send cash. Our Customer Service Department address is:

PIH Health Whittier Hospital P.O. Box 511216 Los Angeles, CA 90051-3014  
PIH Health Downey Hospital P.O. Box 511212 Los Angeles, Ca 90051-3009

- Please make payments payable to: PIH Health
- Include your patient account number on all checks, money orders, and cashier's checks

### Why am I receiving different bills for the same visit?

Your bills include all of the services you received during your visit with us. It is common to receive more than one bill, such as a bill for your hospital visit and a separate bill for physician services. Types of bills you may receive include:

**Hospital bills:** these bills may include fees for your room, meals, nursing care, hospital supplied therapy, surgeries and lab tests as well as Emergency Room services.

**Physician bills:** these bills may include office visits, consultations, reviewing lab results and surgeries. If, during your stay, you required tests or treatments, you may receive bills from physicians you did not see in person. These bills are for their professional services such as diagnosing and interpreting test results. If you have any questions about charges on these physician bills, please call the number printed on your bill.

**In-network and out-of-network bills:** your health insurance may contract with certain providers to provide discounted rates for care. If you have questions about what your insurance covers, which providers are in-network or out-of-network, copays, and deductibles, please call your insurance company directly.

### There are provider names and services on my bill that I don't recognize. What can I do?

If, during your visit you required tests or treatments, you may receive bills from physicians you did not see in person. These bills are for their professional services such as diagnosing and interpreting test results. If you have any questions about charges on these physician bills, please call the number printed on your bill.

### I have insurance. Why did I receive a bill?

When you come to PIH Health for a doctor's visit or for a medical procedure, we will request your billing information, including your health insurance plan. We will file a claim with your health insurance and in most cases, payment will be sent directly to us. After we collect payment from your health insurance plans, you will be billed for any remaining unpaid balance.

### What if I cannot pay my bill or I do not have health insurance?

If you need assistance paying your bill, you may qualify for Financial Assistance. Please call the number listed on your bill or our Customer Service Representatives at **562-698-0811, Ext. 14181** for more information. Our office hours are Monday through Friday from 8:30 am to 4:30 pm.

If you would like to learn more about our Financial Assistance Program:

- o [PIHHealth.org/Assistance](http://PIHHealth.org/Assistance)

### What if I am unable to make the full payment of my bill? Do you offer payment plans?

Yes, we offer a variety of payment plans. If you need assistance setting up a payment plan, please call the number listed on your bill or our Customer Services Representatives at **562-698-0811, Ext. 14181**. Our office hours are Monday through Friday from 8:30 am to 4:30 pm.

### How can I dispute my hospital bill?

If you believe there is an error on your bill, please notify us in writing. Written disputes should be sent to P.O. Box 511216 Los Angeles, CA 90051-3014 or faxed to 562-967-2471. When you send your written dispute, please include the following information:

- Your name
- Your patient account number, posted on the upper left hand corner of your PIH Health bill
- The charges you believe may be inaccurate
- An explanation of why you believe the charges are inaccurate

### Who can I call if I have other questions about my bill?

Please call our Customer Service Representatives at **562-698-0811, Ext. 14181**. Our office hours are Monday through Friday from 8:30 am to 4:30 pm.