

# Billing and Collections

## Walk-in Customer Service

The Northside Hospital Business Office is located on the main floor of the 1001 Perimeter Summit Building.

1001 Summit Blvd

First Floor

Atlanta, GA 30319

(404) 851-6500

[customer.service@northside.com](mailto:customer.service@northside.com)

<mailto:customer.service@northside.com>) Monday through Friday, 8 a.m.-4 p.m.

As a courtesy to you, Northside Hospital will bill your insurance company. It is your responsibility to ensure Northside Hospital receives payment for services rendered based on your contracted benefits with your insurance company. If payment is not received by your insurance company, you may be liable for any unpaid charges.

In addition to the bill that you receive from Northside Hospital, you may also receive a bill directly from your physician, physician assistant or nurse anesthetist for professional services rendered.

The physicians, physician assistants and nurse anesthetists at Northside Hospital may not be employees of Northside Hospital. They may be independent contractors engaged in the private practice of medicine who have been granted the privilege of using Northside Hospital facilities. The hospital does not control the diagnosis and treatment of patients, or the exercise of medical judgment, by these independent contractors. To inquire whether your physician, physician assistant and/or nurse anesthetist is employed by Northside Hospital, please inquire with their office. The professional services listed below are not performed by Northside Hospital. Specific inquiries regarding professional billing for these services should be directed to the following offices:

Northside Radiology Associates - (855) 709-1801

Northside Anesthesia (Sentinel) - (770) 645-7889 (Atlanta & Forsyth)

Northside Cherokee Anesthesia Associates - (770) 720-1063 (Cherokee)

Pathology & Lab Medicine (PALM) - (770) 458-6103

Neonatology (Pediatrix) - (404) 252-9751

Emergency Department Physician Services - (877) 806-6883 (Atlanta & Forsyth)

Cherokee Emergency Services LLC - (844) 493-0970 (Cherokee)

Atlanta Perinatal Consultants - (404) 303-7647

Neuropsychiatric Consultants - (770) 888-2524

## Price Estimates

Northside Hospital offers price estimates for insured and non-insured patients. This will allow you to anticipate what to expect financially prior to receiving services. A request to receive a price quote can be made by contacting our Price Estimate line at 404-851-8694 or [Price.Estimate@northside.com](mailto:Price.Estimate@northside.com) (<mailto:price.estimate@northside.com>). The estimate provided is based on historical averages along with information received from your insurance company. Northside Hospital cannot predict the care you need and your physician orders. The final bill may differ substantially from the price estimate provided and Northside Hospital will not be liable for any discrepancies in the price of the actual, individual care provided. Additionally, the estimate does not include professional fees (e.g., fees associated with the costs of Pathologists, Radiologists, Anesthesiologists).

## Standard Charges

Northside is committed to fulfilling its charitable mission as a not-for-profit health care provider. Pursuant to the requirements of Section 2718(e) of The Public Health Service Act, the link below includes Northside's standard prices for items and services provided during a patient's stay.

Northside provides this price list in good faith and based upon standard charges for services rendered by Northside providers. These charges do not account for any insurance adjustments or patient-specific adjustments, such as Northside's Financial Assistance Program or other self-pay discounts. **Please note that actual charges may vary significantly based on the specific needs of the patient, including severity of illness, length of stay and/or services and items provided.**

Some providers practicing at Northside facilities are not employees of Northside. The charges for the services they provide are not reflected in this list. You may receive separate bills from Northside and the doctors involved in your care – this may include, but is not limited to, your personal doctor, surgeons, anesthesiologists, radiologists or laboratory services.

We are happy to answer any questions or work with patients or their representatives regarding any cost concerns. **Please contact one of Northside's Financial Counselors at (404) 851-8694 or you may email to request a price estimate at [Price.Estimate@Northside.com](mailto:Price.Estimate@Northside.com) (<mailto:price.estimate@northside.com>).**

- **[Chargemaster Price Transparency File \(.txt file-116kb\)](#)**  
**[\(/images/Upload/Patient%20Information/northside\\_hospital\\_cdm\\_price\\_transparency.txt\)](#)**

## Frequently Requested Information

Our Financial Counselors receive many questions about certain types of services and procedures. The link below addresses those questions. This list is just an estimate and does not reflect what you may have to pay out-of-pocket. Please consult with your insurance provider or one of our Financial Counselors at (404) 851-8694 to understand your insurance coverage, what charges will be covered, how much you will be billed and information on your expected out-of-pocket responsibility.

- **[Frequently Asked Services/Procedures \(.pdf file-92kb\)](#)**  
**[\(/images/Upload/Patient%20Information/northside\\_hospital\\_chargemaster\\_common\\_codes.pdf\)](#)**

## Patients with Insurance

Most insurance plans require that patients seek authorization from their insurance companies before admission to a hospital. Many plans impose heavy financial penalties, in the form of reduced benefits, on those who fail to comply. It is your responsibility to determine if your plan requires pre-certification or prior approval and to take the steps necessary to satisfy the requirement. You may be held financially responsible for all hospital charges incurred as a result of late notification as well as all charges your insurance company does not certify as appropriate.

Although Northside Hospital may be a provider in your insurance network, your physician may or may not be a participating provider. This may affect your coverage level for professional services. Please contact your insurance company to learn about your specific coverage.

If your services will be performed on an outpatient basis, we want to make sure there is a clear understanding of how your insurance company processes your claims. Your carrier will process your claim as an outpatient location of the hospital, as opposed to a clinic or doctor's office where a copay only might apply. Prior to your visit, please discuss your specific policy benefits with your insurance company so that your financial obligation is explained clearly to you.

If you have adequate proof of coverage (an insurance card, for example), have satisfied all prior approval and pre-certification requirements, and provide the appropriate claim forms and completed employee claim statements, then the hospital will accept an assignment of benefits up to the full extent of the coverage available. You must present your insurance card at admission, or the account will be considered self-pay.

Patients will be required to pay all applicable copays, coinsurance and/or deductible amounts prior to services being rendered. However, payment will not be requested prior to emergency screening and stabilizing treatment in accordance with federal law.

We accept Visa, MasterCard, American Express, checks and cash. If you are unable to make a payment in full, there are other financial options that you may qualify for, such as payment plans. To learn more about other financial options, please contact our Financial Counseling offices at the respective hospital below:

Northside Hospital Atlanta: 404-851-8878  
Northside Hospital Cherokee: 770-224-1535  
Northside Hospital Duluth: 678-312-3200  
Northside Hospital Forsyth: 770-844-3246  
Northside Hospital Gwinnett: 678-312-4406

Accounts more than 30 days past due will accrue interest at the rate of 8% annually. This interest does not apply to deductibles/copayments of Medicare, Medicaid and or other governmental programs. Accounts under an agreed alternate payment contract will not be considered past due, provided the plan is accepted in writing in accordance with the Northside Hospital's Payment Installment Agreement plan within ninety (90) days of service with all conditions of the payment plan met.

If you have health insurance but are underinsured, Northside Hospital offers financial assistance for medically necessary health care services for persons who meet Northside Hospital's Financial Assistance Program qualification guidelines. To learn more about Northside Hospital's Financial Assistance Program, you can download the Northside Hospital [Financial Assistance Program Policy \(/financial-assistance-policy\)](#) and [Financial Assistance Application \(/financial-assistance-application\)](#) or you may contact our Financial Counseling offices to request that a copy of these documents be mailed to you. If you are an oncology patient, the [Financial Assistance Application for Oncology \(/financial-assistance-application-oncology\)](#) can be found here.

*In the event that a patient has not made a payment on his or her account for a period of 120 days or greater after the first billing cycle, Northside Hospital may pursue collection actions.*

## Private Pay (Non-Insured) Patients

If you are not covered by insurance, then you need to pay a deposit before receiving non-emergent services at the hospital. A deposit will not be requested prior to emergency screening and stabilizing treatment as required by federal law.

If you are unable to make a deposit after emergency screening and stabilizing treatment or non-emergent services, Northside Hospital does offer many other financial options. To learn about financial options that you may qualify for, please contact our Financial Counseling offices.

Accounts more than 30 days past due will accrue interest at the rate of 8 percent annually. This interest does not apply to deductibles/copayments of Medicare, Medicaid and or other governmental programs. Accounts under an agreed alternate payment contract will not be considered past due, provided the plan is accepted in writing in accordance with the Northside Hospital's Payment Installment Agreement plan within ninety (90) days of service with all conditions of the payment plan met.

If you are uninsured and think that you may have trouble making payment for the services you receive, Northside Hospital offers financial assistance for medically necessary health care services for persons who meet Northside Hospital's Financial Assistance Program qualification guidelines. To learn more about Northside Hospital's Financial Assistance Program, you can download the Northside Hospital [Financial Assistance Program Policy \(/financial-assistance-policy\)](#) and [Financial Assistance Application \(/financial-assistance-application\)](#) or you may contact our Financial Counseling offices to request that a copy of these documents be mailed to you. If you are an oncology patient, the [Financial Assistance Application for Oncology \(/financial-assistance-application-oncology\)](#) can be found here.

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