

After Your Visit to the Children's Hospital

Understanding Your Bill

After your visit, we will send a claim to your insurance company based on the information you gave us at the time of registration. This claim is a request for your insurance company to pay your bill. We will also send a letter to you confirming the information; please remember, this is not a bill. Once your insurance pays its portion of the bill, they may send you an explanation of benefits (EOB) that shows how the claim was paid. We will also send you a letter showing any balance due after your insurance has paid its portion of the total.

The bill for your child's treatment may come as several smaller bills, broken down by individual services/providers. These bills may come from various providers and may be sent separately from Children's Hospital bills. For example, you may receive separate bills for doctors and for the hospital. This can be confusing, but it allows each care provider to receive payment for the specific services they provided. You may have to pay multiple co-pays for the visit, since you are visiting multiple providers during the one visit.

Please feel free to call 720-777-0720 to get an estimate of charges. Or visit our website for more information: <http://www.childrenscolorado.org/about/your-bill>

Physician charges

Children's Hospital doctors are employed by the University of Colorado. They are faculty at the School of Medicine who practice their pediatric specialties at Children's Hospital Colorado and in our Network of Care locations all over the community. Their physician practice management group is called University of Colorado Health (UC Health). You will receive a bill from UC Health for physician or professional service fees, separate from the hospital clinic charges.

Financial assistance

If you do not have health insurance or need financial assistance, we may be able to help. Please contact the Financial Counseling office. They will help determine if you are eligible for any of our many financial aid programs. Call financial counseling if you are having trouble paying a bill or have questions about a bill. They have counselors who may be able to help. (720) 777-6422

If you have questions about additional assistance contact our social workers- 720-777-3025.

Questions about your bill

Our patient financial services staff is available to help you understand your bill. Please call with any questions. It may be helpful to write notes during phone calls and conversations about your bill. (720) 777-6422

To assist you during these calls, we will need the following information:

- Your name and your relationship to the patient
- Your account number and contact information

Medical Records - Health information management (HIM)

Parents generally have the right to either review or receive a copy of their child's medical records; however, there may be exceptions. To release a copy of your child's medical records, The Children's Hospital is required by law to receive your request for medical records in writing. Email requests will not be accepted. The Health Information Management Department at The Children's Hospital will help you with your requests. For more information or for a copy of forms related to medical records, please visit www.childrenshospital.org or contact (720) 777-6347.

Neurogenetic Full Care Plan

Approximately 6-8 weeks after your visit to our clinic, you will receive a full report in the mail of all the providers impressions and recommendations. Your primary care doctor and Neurologist, if it was supplied to us, will also receive this note. Please call the Nurse Coordinator if you have any questions on this care plan- 720-777-7453.

Satisfaction Surveys: Your views are important to us

It is the goal of the Neurogenetic Clinic is to provide you and your family with the best patient care and service. Because this clinic started in 2021, we are interested in learning from you as our patient on how we may improve this clinic and the services we offer. You will receive a satisfaction survey via email after your visit, please take a moment to give us your feedback. Many of the changes we make to improve our services come straight from your comments. Thank you for your help in improving the experience for future patients and their families.