

Billing frequently asked questions

1. What do I need to bring to my appointment?

Please bring your photo ID, insurance card and copay with you to each visit.

2. When do I pay a copay?

If your insurance card indicates a copay is required, you will be asked to pay it when you check in for your appointment. Park Nicollet accepts cash, checks, MasterCard, Visa, Discover, American Express and debit cards.

3. Is my visit, test or procedure covered by my insurance?

Your insurance company may or may not cover services provided at Park Nicollet Clinic and Methodist Hospital. We accept most major insurance plans. Please contact your insurance company for benefit-specific questions and to see if your insurance is accepted at Park Nicollet Clinic or Methodist Hospital.

Your insurance company can tell you if you need a referral, if you need to pay a deductible or if you have any other restrictions.

4. Can I get an estimate for a service?

Yes. Call 952-993-5586 to receive a good-faith estimate based on the information you provide. Please be aware that actual charges may be greater or less than the estimate, depending upon the level of service provided or if services are different than what is requested before the actual visit. We are not able to tell if the requested service is covered by your individual insurance plan. Call your insurance company to confirm coverage.

For information about average charges and reimbursements for a variety of Park Nicollet services, please refer to our [Services Pricing](#).

5. What is my deductible?

A deductible is the amount of a claim each policy holder agrees to pay annually for medical care. To learn your specific deductible, contact your insurance provider.

6. Why do I owe a balance if I have insurance coverage?

Every insurance plan provides different benefits and may not fully cover your visit. If you feel there is a billing error, first compare your billing statement with the "Explanation of Benefits" your insurance company provided. If they match, you owe the amount on your bill. If the amounts do not match, call Park Nicollet Customer Service at 952-993-7672, Monday through Friday, 8 a.m. to 5 p.m.

If you feel your insurance company has denied a charge in error or processed your charge incorrectly, please contact the customer service telephone number on the back of your insurance card.

7. Why did I get another bill when I just paid my balance?

If you paid your bill within the past 10 days, please allow more time for us to post the payment to your account. If a balance still shows on your next statement, contact Customer Service.

8. Why did I receive a bill for a routine physical or preventive exam?

Some insurance plans do not cover physical exams or preventive visits. Contact your insurance company to see if physical examinations or preventive visits are covered.

If other medical conditions were addressed during your exam that required more evaluation, you may be billed for that service. Insurance carriers require accurate reporting from doctors when preventive care and additional problems are addressed during the same visit. So while you may be taking care of two health care concerns at one time, your insurer may see it as taking care of two office visits in one and assess your benefits accordingly.

9. Why did I receive multiple bills following my recent hospital stay?

We understand it can be confusing to receive several bills. Your hospital visit will include charges for using hospital services and charges for the doctors involved in your care. Each of these charges is billed separately.

Some hospital visits include services such as reading radiology images, analyzing laboratory specimens, consultations or providing anesthesia. These services are billed separate from the charge for staying in the hospital.

If you received care at our emergency center, you will receive a billing statement from EPPA (Emergency Physicians Professional Association). If you come to the hospital by ambulance, you also may receive a billing statement from the ambulance service.

Call the customer service telephone number on the statement you are questioning.

10. Can I inquire about my spouse or adult child's bill?

Privacy regulations limit medical information we can share with you. To discuss details about a family member or friend's bill with a customer service representative, you must first complete a [Permission to Verbally Discuss Information form \(PDF\)](#).

11. How can I get an itemized bill?

If you want an itemized bill, call Customer Service at 952-993-7672, Monday through Friday, 8 a.m. to 5 p.m.

12. I didn't get a receipt. How do I get one now?

Call Customer Service at 952-993-7672 to request an itemized statement.

13. What if I cannot pay my bill in full by the due date?

Call Patient Financial Services at 952-993-7672, Monday through Friday, 8 a.m. to 5 p.m., to set up a balance plan. You also can apply for [financial assistance](#).

14. Do you offer a discount for uninsured patients at Methodist Hospital?

The Uninsured Discount Program is designed to assist Methodist Hospital patients whose medically necessary care is not covered by insurance and family gross income is less than \$125,000. Charges for services provided at Methodist Hospital can be considered for the discount. These may include room charges, meals, laboratory tests, X-rays and medical supplies.

The discount does not include surgeons, consultants, specialists, radiologists, pathologists, anesthesiologists or other professional fees. These doctors will bill their charges separately to you.

To apply for the Uninsured Discount Program, complete the [Uninsured Discount form \(PDF\)](#) and [financial assistance application \(PDF\)](#) and mail the forms to the following address:

Patient Financial Services
Park Nicollet Health Services
3800 Park Nicollet Blvd.
St. Louis Park, MN 55416

15. How can I pay my bill?

Pay online at parknicollet.com/billing, call Patient Financial Services (952-993-7672), or mail a check or the completed credit card form on the front of your billing statement to the address listed on the statement or the address below.

Park Nicollet Clinic
P.O. Box 9104
Minneapolis, MN 55480

Park Nicollet Methodist Hospital
P.O. Box 1523
Minneapolis, MN 55480

16. How do I change my insurance information?

You can update your insurance information or billing address by fax or mail.

Fax a copy of the front and back of your insurance card to 952-993-2770. Please include your account number or name and date of birth. Do this with each family member.

You also can fill out the form on the back of your billing statement and mail it to the listed address.

17. How may I contact Customer Service with billing questions?

By phone

Call Customer Service at 952-993-7672 or toll free 888-826-6958, Monday through Friday, 8 a.m. to 5 p.m., with any billing questions.

In person

We welcome walk-in inquiries Monday through Friday, 8 a.m. to 5 p.m., at [Park Nicollet Clinic—St. Louis Park](#), 3850 Building, 2nd floor, near Family Medicine.

Financial counselors can help you in person with billing questions and financial assistance programs, plus accepts payments, seven days a week at Park Nicollet Methodist Hospital, Suite 1-615.

By mail

Customer Service
Park Nicollet Health Services
3800 Park Nicollet Blvd.
St. Louis Park, MN 55416

18. Can I email you my billing questions?

You can [e-mail us](#) questions about your bill, but we will respond by telephone, as standard e-mail does not offer protection of your confidential information.

19. What if I already made payments to my account?

Discounts will be made only on any remaining balance. Refunds for prior payments will not be made.

20. Do all services qualify for a discount?

Not all services are eligible for Park Nicollet's financial assistance program. Some excluded services are: Elective or cosmetic services and services provided at the TRIA Orthopaedic Center.

21. How often do I need to apply for the program?

You need to apply for financial assistance every year.

22. If I have some type of governmental aid, such as Medical Assistance, and Park Nicollet is not my primary care provider, can I qualify for financial assistance if I receive out-of-network services?

If you feel you meet eligibility requirements for Park Nicollet's financial assistance program, complete and mail in the [financial assistance application \(PDF\)](#).