

This is a UPMC Hospital-Based Clinic

To Our Valued Patients:

What is a "Hospital-Based Clinic"?

Hospital-based clinics are owned and operated by hospitals instead of physician practices. They ensure seamless care for our patients by standardizing billing and clinical policies, while pursuing the highest standards of patient safety and quality.

How does this affect patients?

Patients may receive separate bills: one from the hospital and one from their doctor or other medical provider.

At the time of your visit, we will collect the physician co-pay. Please be aware that if your benefits plan specifies that additional hospital charges are due, you will receive a bill from the hospital at a later date.

Based on the services provided and each patient's specific insurance benefits, additional patient out-of-pocket expenses may be incurred. We recommend you check with your insurance company directly if there is a question regarding your specific coverage.

Where can patients call with their financial questions or concerns?

UPMC has financial counselors available to assist you. If you have questions after you receive your bill please contact:

UPMC Customer Service: 1-800-854-1745

UPMC Hospital-Based Clinics

Frequently Asked Questions

What is a hospital-based clinic?

Hospital-based clinics are owned and operated by hospitals instead of physician practices. They ensure seamless care for our patients by standardizing billing and clinical policies while pursuing the highest standards of patient safety and quality.

How will patients know if a clinic is hospital-based?

Ask when scheduling your appointment. Hospital-based clinics will have signage reflecting the clinic as a UPMC Hospital-Based Clinic.

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Will the clinic collect ancillary testing (i.e., laboratory, x-rays) co-pays at the time of my visit?

If you are receiving ancillary testing which requires a co-pay, we may collect your co-pay in the clinic or in the ancillary department(s).

Will Medicare or my health insurance cover this?

Based on the services provided and each patient's specific insurance benefits, additional patient out-of-pocket expenses may be incurred (i.e., co-pay, co-insurance, annual deductible).

Most Medicare patients will be covered by their supplemental insurance and will not have to pay more out-of-pocket. Medicare patients without supplemental insurance will have an additional out-of-pocket liability.

Patients with health insurance will need to check with their insurance provider to determine what will be covered by their insurance plan. Cost will vary based on the type of benefit plan you have.

Where can patients call with their financial questions or concerns?

UPMC has staff available through Customer Service to assist with questions. If you have trouble paying your bill, you can discuss available financial options with a financial counselor at the following number:

UPMC Customer Service: 1-800-854-1745