

Questions about your bill?

We can help!

Payment Address:

Bluegrass Community Hospital
360 Amdsen Avenue
Versailles, KY 40383

You may also pay your bill online at:

www.bluegrasscommunityhospital.com

or by phone: (859) 879-2308



360 Amdsen Avenue

Versailles, KY 40383

(859) 879-2308

www.bluegrasscommunityhospital.com



Patient Financial Services

*Frequently Asked
Questions*

Frequently Asked Questions

1. What if I cannot pay the entire balance due on my bill? If you are unable to pay your hospital bill, please call us at (859) 879-2308. We do have a three month interest-free payment plan and a discounted financing plan.

2. Do you offer a discount if I pay my bill quickly? Yes, any deductible over \$250 is eligible for a 30% discount if paid at time of registration. Any bill over \$250 paid within 20 days may also qualify for a discount. Please call for information.

3. Who do I contact with questions about financial assistance? If you have questions about financial assistance, please contact our MedAssist Representative. Office hours are Monday – Friday from 8:30am – 5:00pm. Our representative is always willing to meet with patients before or after those hours, if need be. Call (859) 873-3111 ext. 3120.

Most patients are potentially eligible for some form of financial assistance. Bluegrass Community Hospital has a MedAssist representative on-site to help both insured and uninsured patients secure financial assistance for the bills they have already incurred, or in anticipation of services that may be needed in the future. There are a number of forms of assistance options available, with some programs providing 100%

coverage for uninsured patients. In addition to specific hospital assistance programs, patients may be referred by MedAssist to the Community Based Services office here in Versailles to Medicaid programs for which they are also technically eligible.

4. Who do I contact with questions about my hospital bill? There are several ways to contact Patient Financial Services with questions about your bill:

Email/Internet – You can send us your questions or request an update on your account balance by going online or emailing your questions. For email, go to **About Us, Contact Us**, and complete the email form. To access online billing information, click on **Our Services** and then scroll down to **Online Bill Pay**.

Phone – You can call us at (859) 879-2308 and speak to one of our Customer Service Representatives

In person – You can visit the Billing Specialist Representative at the hospital for assistance.

5. What if I receive more than one bill? Many patients do receive more than one bill. Statements are sent periodically throughout the process to keep you up to date on progress. All physicians, including emergency and radiologists are not employees of the hospital and bill separately. We can assist you with any ques-

tions regarding any bill related concerns. Please call (859) 879-2308.

6. How do I update my insurance information or mailing address? If you need to change or update your insurance or mailing address please call the business office at (859) 879-2308.

7. How do I order a copy of my itemized bill? If you need to order a copy of your itemized bill, please call the business office at (859) 879-2308.

8. Can I pay my bill online? Bluegrass Community Hospital does provide a way to pay your bill online. Please go to: www.bluegrasscommunityhospital.com, click on **Our Services** and scroll down to **Online Bill Pay**.

9. What payment methods can be used for online bill pay? We accept MasterCard, Visa, Discover, and American Express. We also accept debit cards. We do not currently accept checks online.

10. How does online bill pay work? When paying your bill online, you will be directed to a secure site. Click on **Our Services** and then scroll down to **Online Bill Pay**. Payments made through this site should be posted to your account as soon as the transaction is completed.