Financial Counselors

For Physician Billing Questions:
Washington University Physicians
(314) 935-0500 or
(800) 862-9980

For Hospital Billing Questions:
Barnes-Jewish Hospital
Last name begins with A-L
(314) 362-0848
Last name begins with M-Z
(314) 362-0889
St. Louis Children’s Hospital
(314) 286-2384 or
(877) 286-0083

(314) 514-3500
ortho.wustl.edu

Washington University Orthopedics

Billing Payment Policies

Center for Advanced Medicine (CAM)
Barnes-Jewish Hospital
4921 Parkview Place
St. Louis, MO 63110
6th & 12th floors

Chesterfield Outpatient Orthopedic Center
14532 S. Outer Forty Dr.
Chesterfield, MO 63017

St. Louis Children's Hospital
One Children’s Place
St. Louis, MO 63110
Thank you for choosing Washington University Orthopedics for your health care needs.

PATIENTS WITH INSURANCE
Washington University Physicians accepts many insurance plans, but not all. Please check with your insurance carrier to see if your plan is in network with Washington University Physicians, Barnes-Jewish Hospital and St. Louis Children’s Hospital. It is very important that we have your current insurance on file.

- If your insurance requires a referral, it is your responsibility to obtain this from your Primary Care Physician.
- Co-payments are due at the time of service.
- If there are changes to your insurance prior to your scheduled tests or procedures, you will need to contact the Patient Financial Coordinator at (314) 747-9588.
- Our staff will obtain the pre-certification from your insurance company based on your insurance’s guidelines. Please remember pre-certification does not guarantee payment. It is your responsibility to verify that your particular health benefit plan will cover the procedure or test.

If Washington University Physicians is not part of your insurance network, you will be responsible for any higher out-of-pocket expense, higher deductible or possibly full payment of services provided, depending on the out-of-network benefits as outlined by your plan. We strongly encourage you to contact your insurance plan to inquire about specific coverage prior to treatment.

If you have a pre-existing clause on your policy pertaining to the treatment you are seeking with Washington University Physicians, the insurance company may deny the services. You would be responsible for full payment of the office visit, procedure or test.

Radiology
- For radiology studies performed at Barnes-Jewish Hospital and St. Louis Children’s Hospital, you or your insurance company will be charged for the following: the taking of the films by Barnes-Jewish Hospital or St. Louis Children’s Hospital and interpretation of the study by Washington University Physicians.
- For Fluoroscopic Guided Injections from one of our providers, there will be a facility fee from Barnes-Jewish Hospital as well as a charge from the physician performing the injection.
- For physical and occupational therapy you will be billed separately from the provider of choice.

WORKERS’ COMPENSATION
Most of our providers accept workers’ compensation patients. Please contact your employer and our workers’ compensation coordinators at (314) 747-2539 to see if the physician you have selected is an approved provider before scheduling your appointment.

AUTO ACCIDENTS
We will bill auto carriers. You must provide the following information: company name, mailing address, phone number, claim number and the adjuster’s name.

LEGAL
Our physicians will not treat you under a lien from either the auto carrier or an attorney. You will have to use your health insurance or self pay for treatment.

DURABLE MEDICAL EQUIPMENT
Most Durable Medical Equipment that you receive from our office will be billed to your insurance. You will then be billed for any outstanding balance or non-covered expenses. For items that are not covered by insurance, you will be expected to pay upon receipt.

SELF PAY PATIENTS
- Washington University Orthopedics will provide a 25% discount for self pay patients.
- All self pay patients are required to make a deposit on all services rendered.
- Payment is expected in full prior to the scheduled surgery.
- Please contact our Patient Financial Coordinator at (314) 747-9588 for complete details.

Payment Options
Payments can be made by cash, check or credit card. You can make your payment in person at any of our locations, or over the phone with a credit card. Please make checks payable to Washington University Orthopedics and mail to:

Washington University Orthopedics
Attn: Patient Financial Coordinator
4625 Lindell Blvd., Suite 420
St. Louis, MO 63108

Accepted Credit Cards:
American Express, Discover, MasterCard, Visa

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