



Financial Counselors

For Physician Billing Questions:
Washington University Physicians
(314) 273-0500 or (800) 862-9980

To Make a Payment Online:
<http://wupatient.wustl.edu/>

For Hospital Billing Questions:
Patient Accounts
(314) 362-8400 or (800) 833-0604



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



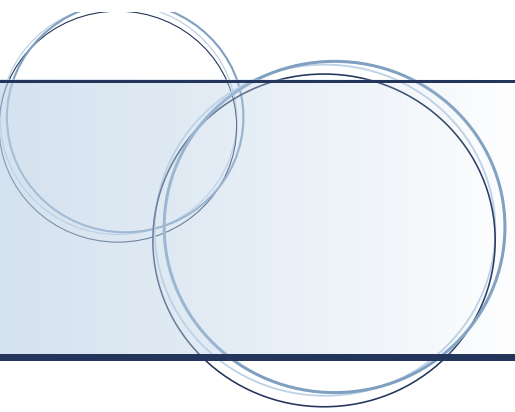
(314) 514-3500
ortho.wustl.edu

 **Washington University Physicians**[®]
Washington University School of Medicine in St. Louis

Orthopedics



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.

Revised 4/2014

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 therapy 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, over the phone with a credit card or online at: <http://wupatient.wustl.edu/>

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