



Assisting you on your journey towards a healthy life.

## OFFICE LOCATIONS

### CENTRAL WEST END – WASHINGTON UNIVERSITY MEDICAL SCHOOL CAMPUS

#### Center for Advanced Medicine (CAM)

4921 Parkview Place,  
Suites 6A/6B/12A  
St. Louis, MO 63110

#### Shriners Hospitals for Children – St. Louis

4400 Clayton Ave.  
St. Louis, MO 63110

#### St. Louis Children's Hospital

One Children's Place, Suite 1B  
St. Louis, MO 63110

### WEST ST. LOUIS COUNTY

#### Washington University & Barnes-Jewish Orthopedic Center in Chesterfield

14532 South Outer Forty Drive  
Chesterfield, MO 63017

#### 969 Building

969 N. Mason Road,  
Suite 100  
St. Louis, MO 63141

#### St. Louis Children's Specialty Care Center

13001 N. Outer Forty Rd., Suite 1C  
Town and Country, MO 63017

### SOUTH ST. LOUIS COUNTY

#### Center for Advanced Medicine (CAM) - South County

*(Opening Spring 2016)*  
5201 Midamerica Plaza  
St. Louis, MO 63129

## WASHINGTON UNIVERSITY ORTHOPEDICS

# Billing and Payment Policies



## FINANCIAL COUNSELORS

### PLEASE DIRECT ALL PHYSICIAN BILLING QUESTIONS TO:

#### Washington University Physicians

(314) 273-0500 or (800) 862-9980

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

#### Hospital Billing Questions

Patient Accounts  
(314) 362-8400 or (800) 833-0604

CONTACT US (314) 514-3500  
[ortho.wustl.edu](http://ortho.wustl.edu)

Innovative, personalized orthopedic care at a location close to you.

 **Washington University Physicians**  
Washington University School of Medicine in St. Louis  
**Orthopedics**

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## 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 our 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.

## 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.

For additional questions or more information, please contact our Patient Financial Coordinator at **(314) 747-9588**.

## 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

**Please 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

## ADDITIONAL SERVICES

### RADIOLOGY

For radiology studies performed at Barnes-Jewish Hospital, St. Louis Children's Hospital, St. Louis Children's Specialty Care Center or the 969 Building, you or your insurance company will be charged for **both** 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 first party/personal 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.

Thank you for choosing Washington University Orthopedics  
as your partner in health care. We look forward to assisting you.