



Important Information about Paying for Your Care at Oneida Health, Health Centers, and Specialty Care Services

Oneida Health is a participating provider in many health plan networks. You can find a list of the plans in which we participate at <https://www.oneidahealth.org>. Some health plans use smaller networks for certain products they offer so it is important to check whether we participate in the specific plan you are covered by. Our list will tell you if we do not participate in all of a health plan's products. It is important to check with your insurance company if you are unsure.

It is important for you to know that the Provider services you receive in the hospital are not included in the hospital's charges. Providers who provide services at the hospital may be independent or they may be employed by the hospital. Providers bill for their services separately and may or may not participate in the same health plans as the hospital.

It is also important for you to know that the Provider services you receive in the office may not be the only service that you might receive a bill for, and you may be billed by other providers. Providers bill for their services separately and may or may not participate in the same health plans as the hospital

You should check with the Provider arranging your healthcare services to determine which plans that Provider participates in. Plan participation information for Providers employed by the hospital can be found at <https://www.oneidahealth.org>. Oneida Health contracts with a number of Provider groups, such as anesthesiologists, radiologists and pathologists, to provide services. Contact information for the Provider groups the hospital has contracted with is available at www.oneidahealth.org. You should contact these groups directly to find out which health plans they participate in.

You should also check with the Provider arranging for your services to determine whether the services of any other Providers will be required for your care. Your Provider can provide you with the name, practice name, mailing address and telephone number of any Providers whose services may be needed. The services of any Providers employed or contracted by Oneida Health that may be needed include anesthesiologists, radiologists, pathologists and telemedicine. Contact information for these Providers is available in this attachment and at www.oneidahealth.org. You should contact these groups directly to find out which health plans they participate in.

If you are an uninsured or self-pay individual, a provider or facility must give you a "good faith estimate" for scheduled procedures. You are generally considered an uninsured or self-pay individual if you do not have health insurance, or do not plan to use your insurance to pay for a medical item or service. If the good faith estimate is \$400 for any provider or facility than the total expected charges for that provider or facility listed on the good faith estimate, you may request a payment review and decision from an independent company certified by HHS via the patient-provider dispute resolution (PPDR) process.

Hospitals are required by law to make available information about their standard charges for the items and services they provide. This information is available at www.oneidahealth.org or by contacting our Patient Scheduling Department at 315-361-2290.

If you do not have health insurance, you may be eligible for assistance in paying your hospital bills. Information about financial assistance is available at www.oneidahealth.org or you may contact our customer service representatives who are available to assist you as follows:

Oneida Health
Customer Service Representatives
Monday – Friday 9am - 5pm
(315) 361-2087
Certified Application Counselor &
Financial Assistance
Monday – Friday 7:30am – 3:30 pm
Or by appointment (315) 361-2230

Oneida Medical Services,
Oneida Medical Practice
Oneida Health (Professional Billing)
Strategic Solutions
Customer Service Representative
Monday – Friday 8am – 4:30 pm
(315) 214-2888



ONEIDA HEALTH'S CONTRACTED

PROVIDERS AND BILLING SERVICE CONTACT INFORMATION

Please be aware that some of the services you may receive at the facility may be provided by providers not employed by Oneida Health. You may receive a separate bill from these Providers for services provided to you.

These include, but are not limited to, the following providers. We are listing the address and telephone number of their billing service for your convenience, in the event you need to address a billing concern.

<p><u>ANESTHESIOLOGIST</u> Genesee Provider Practice, LLC Medical Management Resources, Inc. Anesthesia Billing Dept PO Box 2005 E Syracuse NY 13057 (315) 552-6489 This practice follows OH financial assistance policy</p>	<p><u>RADIOLOGISTS</u> St. Lawrence Radiology Assoc. PC St. Lawrence Radiology PO Box 41643 Baltimore MD, 21203-6643 (888)-429-5380 or 443-274-2900.</p>	<p><u>PATHOLOGISTS</u> Oneida Pathology Advocate RCM 5475 Rings Road, Suite 300 Dublin, OH 43017 Phone-(866)-923-0239</p>	<p><u>ONEIDA HEALTH</u> <u>PODIATRY</u> Strategic Solutions PO BOX 845262 BOSTON, MA 02284 (315)214-2888 This practice follows OH financial assistance policy</p>
<p><u>ONEIDA HEALTH CANCER CARE</u> <u>Roswell Affiliated Providers</u></p>	<p><u>ONEIDA HEALTH</u> <u>QUICK CARE</u> Strategic Solutions PO BOX 845262 BOSTON, MA 02284 (315)214-2888 This practice follows OH financial assistance policy</p>	<p><u>DURABLE MEDICAL EQUIPMENT</u> Nunn's (315-339-4084) Discount Medical Equipment & Supplies (315.820.4134) Home & Hospital Medical Supplies (315.724.6767) VQOrthoCare(1.800.266.6969)</p>	<p><u>ONEIDA HEALTH</u> <u>NEUROLOGY</u> Strategic Solutions PO BOX 845262 BOSTON, MA 02284 (315)214-2888 This practice follows OH financial assistance policy</p>
<p><u>ONEIDA HEALTH RADIATION ONCOLOGY</u> RC Billing 1501 Volta Drive Suite 100 Leander, TX 78641 1-866-317-3801</p>	<p><u>ONEIDA HEALTH</u> <u>VASCULAR</u> Strategic Solutions PO BOX 845262 BOSTON, MA 02284 (315)214-2888 This practice follows OH financial assistance policy</p>	<p><u>ONEIDA HEALTH</u> <u>ORTHOPEDICS</u> Strategic Solutions PO BOX 845262 BOSTON, MA 02284 (315)214-2888 This practice follows OH financial assistance policy</p>	<p><u>ONEIDA HEALTH</u> <u>GASTROENTEROLOGY</u> Strategic Solutions PO BOX 845262 BOSTON, MA 02284 (315)214-2888 This practice follows OH financial assistance policy</p>
<p><u>WOUND CARE CENTER- RESTORIX PROVIDERS</u> Strategic Solutions PO BOX 845262 BOSTON, MA 02284 (315)214-2888 This practice follows OH financial assistance policy</p>	<p><u>InfuSystem</u> 3851 W. Hamlin Road Rochester Hills, MI 48309 Phone:1-833-570-4737</p>	<p><u>WOMEN'S HEALTH ASSOCIATES (OMS)</u> Strategic Solutions PO BOX 845229 BOSTON, MA 02284 (315)214-2888 This practice follows OH financial assistance policy</p>	<p><u>ONEIDA HEALTH</u> <u>PULMONOLOGY</u> Strategic Solutions PO BOX 845262 BOSTON, MA 02284 (315)214-2888 This practice follows OH financial assistance policy</p>
<p><u>ONEIDA HEALTH CARDIOLOGY</u> Strategic Solutions 1 CABOT ROAD SUITE 202 MEDFORD, MA 02155 (315)214-2888 This practice follows OH financial assistance policy</p>	<p><u>Hospitalist Services (APOGEE)</u> Apogee Medical Group - New York PO Box 708728 Sandy, UT 84070-8728 (800) 846-5313</p>	<p><u>ONEIDA HEALTH ENT</u> Strategic Solutions PO BOX 845262 BOSTON, MA 02284 (315)214-2888 This practice follows OH financial assistance policy</p>	<p><u>ONEIDA HEALTH</u> <u>BREAST CARE</u> Strategic Solutions PO BOX 845262 BOSTON, MA 02284 (315)214-2888 This practice follows OH financial assistance policy</p>
<p><u>Oneida Health Family Care / Health Centers</u> Strategic Solutions 1 CABOT ROAD SUITE 202 MEDFORD, MA 02155 (315)214-2888 This practice follows OH financial assistance policy</p>	<p><u>EMERGENCY DEPARTMENT</u> Any and all Emergency Room Providers are staffed by Emergency Care Services of New York, P.C. (Team Health). Any questions about your bill from Emergency Care Services of New York, P.C. Please call: (888)-952-6772</p>		<p><u>PRENATAL SCREENING TEST:</u> Quest Diagnostics 33608 Ortega Highway San Juan Capistrano, CA 92675 1-800-837-3177</p>
	<p><u>EXTENDED CARE FACILITY COVERAGE</u></p>		<p><u>CONSULTING SPECIALISTS</u> <u>-EXTERNAL REFERRALS</u> Contact individual provider</p>

If you have any questions about your Oneida Health bill, please contact our Business Office at (315) 361-2048.