

---

## THEDACARE FINANCIAL POLICY

Thank you for choosing ThedaCare as your health care provider. Payment expectations are outlined below. We welcome the opportunity to assist you in resolving any billing questions.

**Co-pays:** Co-pays are due at the time of visit.

**Payment of Account:** Payment is due upon receipt of your first statement. Additional payment options are listed below.

1. Pay your balance in full. We offer the following payment options.
  - a. Pay online with a Visa, MasterCard, Discover or American Express card at [www.mythedacare.org](http://www.mythedacare.org). Log into your account to pay online. If you are new to MyThedaCare, an activation code is available on your billing statement.
  - b. Call us to make your payment over the phone.
  - c. Mail payment with your last billing statement.
2. Contact the friendly Customer Support staff to set up an interest free payment plan.
3. Apply for the Financial Assistance Program (Caring Hearts). Qualified applicants may be eligible for 25% - 100% discount on qualified services. Please see below for more information on how to apply.

**Insurance:** ThedaCare will bill your insurance company if you provide accurate and updated coverage information. Please understand your insurance coverage is a contract between you and your insurance company and you are responsible for the unpaid balance. If you feel your claim was denied in error, please contact your insurance company and notify our office if you need additional assistance or time to get your claim paid.

**Returned Checks:** A \$25.00 fee will be charged for checks returned due to insufficient funds.

**Associated Expenses:** You may also receive medical bills from other providers of service related to your ThedaCare visit. Examples of these could include radiologists, emergency room physician charges, anesthesiologists, pathologists, transportation costs, etc. It is expected that you will work directly with these providers regarding their charges.

**Contact us:** You may use one of the following options to contact us with billing questions, to apply for financial assistance or to obtain a copy of the ThedaCare Caring Hearts Financial Assistance and Self Pay Collection policies.

1. Visit our web site at [www.thedacare.org/PaymentOptions](http://www.thedacare.org/PaymentOptions)
2. Contact our Customer Support Department at 1-800-236-4102
3. Mail a request in writing to: ThedaCare Billing, PO Box 8003, Appleton, WI 54912
4. Visit a cashier at one of the following locations:
  - ThedaCare Regional Medical Center-Appleton - 1818 N. Meade St., Appleton, WI 54911
  - ThedaCare Regional Medical Center-Neenah - 130 Second Street, Neenah, WI 54956
  - ThedaCare Medical Center-Berlin - 225 N. Memorial St, Berlin, WI 54923
  - ThedaCare Medical Center-Wild Rose - 601 Grove Ave, Wild Rose, WI 54984