

# About Your Bill

at Children's Specialized Hospital





## Welcome

Children's Specialized Hospital is the largest and most preeminent pediatric rehabilitation hospital in the United States.

Our hospital is dedicated to improving the lives of patients through delivering superior specialized health care and medical services, in a safe and caring environment. Through a blend of innovative therapies, personalized attention and compassionate support, our award-winning doctors and skilled pediatric therapists make a difference for children and their families each and every day.

# About Your Bill

## General Information

We realize that it is not easy to understand exactly how insurance coverage works and how billing is done at Children's Specialized. We hope that most of your questions and concerns will be answered in this brochure.

Depending on your insurance carrier and individual policy, you may be responsible for co-payments, coinsurance, and deductibles for all services received at Children's Specialized Hospital. As a reminder, it is your responsibility to obtain a referral from your primary care physician. We will not send you a bill until all of your insurance coverage has been used. Then, only if there is a remaining balance due. This will be different for everyone and is based on the benefits of your individual plan. If your child is covered by more than one insurance plan, this could take some time. Be sure to give all insurance information at time of service or when insurance changes.

## Billing Cycles

Children's Specialized provides a variety of services at each location and each service has its own method of billing. With that in mind, when we submit a bill to the insurance company, or other agency for payment so that it falls into their payment/review schedule. Here is a brief description of the billing cycles we use:

### **Episodic Outpatient Services:**

Episodic Outpatient Services include physician visits, evaluations and testing. Typically these services do not require repeat visits and are billed within 10 days of the actual visit.

### **Recurring Outpatient Services:**

Examples of recurring outpatient services would be physical, occupational, and speech therapy, weekly as well as, psychology services. Recurring outpatient services are typically those services that need multiple visits over an extended period

of time. These services are billed on the 5th of the month, following the month in which the services were provided. For example, if your child was seen in Physical Therapy two times per week for the entire month of March, the billing date would be April 5.

### **Inpatient Rehabilitation Services:**

Inpatient Rehabilitation Services are billed four times a month. Charges for these services are submitted approximately 5 days later. For example, services received June 1-7 would be billed on June 12. Patients eligible for Medicare are billed monthly.

### **Long Term Care Services:**

Long Term Care Services are billed monthly.

### **Number of Accounts**

Your child may have more than one account with Children's Specialized Hospital. Each service your child receives is billed separately. We need to do this so you will receive all the benefits you are entitled to. This process also helps us keep track of any necessary authorizations. If your child receives speech therapy and occupational therapy, insurance will receive a bill for each therapy for each month in which services were provided. The bills will not be combined.

If your child also sees two doctors during the same period of time, insurance will receive a separate bill for each doctor.





## Questions

For questions or concerns about your account or any bill you receive, please call Patient Accounting directly at 908-301-5900 or email [billinginfo@childrens-specialized.org](mailto:billinginfo@childrens-specialized.org)

For other questions or concerns about billing, insurance or financial information, visit [childrens-specialized.org/billing](http://childrens-specialized.org/billing)



## Visit our Patient Portal: [childrens-specialized.org](https://childrens-specialized.org)

- Access your child's health information online
- Update personal information
- Check visit history
- View account balances and information
- Request prescription refills

Children's Specialized Hospital treats children and adolescents from birth to 21 years of age with a wide variety of medical, developmental, educational and rehabilitative needs.

For information on additional services, how to volunteer, or donate, contact us at:  
**1-888-CHILDREN (244-5373)**

Or, visit our website:  
**[childrens-specialized.org](https://childrens-specialized.org)**



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