

Other Services

You may receive bills directly from the following health care providers for treatment related to the care you received at UPMC Susquehanna (Susquehanna Health). If you have any questions about billing, please call them directly.

Susquehanna Imaging Associates

(Radiologist)
UPMC Susquehanna Williamsport Regional Medical Center
UPMC Susquehanna Williamsport Regional Medical Center, Divine Providence Campus
UPMC Susquehanna Muncy
1-800-889-4447

Foundation Radiology Group

(Radiologist)
UPMC Susquehanna Lock Haven
UPMC Susquehanna Sunbury
1-800-401-0913

Anesthesia Associates of Williamsport

(Anesthesiologist)
1-800-693-3161
UPMC Susquehanna Williamsport Regional Medical Center
UPMC Susquehanna Williamsport Regional Medical Center, Divine Providence Campus
UPMC Susquehanna Muncy

Gulfstream Anesthesia

(Anesthesiologist)
UPMC Susquehanna Lock Haven
UPMC Susquehanna Sunbury
1-877-204-4155

Medac Anesthesia Business Group

(CRNA Anesthesia)
UPMC Susquehanna Williamsport Regional Medical Center
UPMC Susquehanna Williamsport Regional Medical Center, Divine Providence Campus
UPMC Susquehanna Muncy
UPMC Susquehanna Soldiers + Sailors
1-855-706-5543

Williamsport Pathology

(Pathologist)
1-800-366-0903

Emergency Care Services of PA, P.C.

(Emergency Physicians Billing)
UPMC Susquehanna Williamsport
Regional Medical Center
UPMC Susquehanna Muncy
UPMC Susquehanna Soldiers + Sailors
1-888-952-6772

UPMC Susquehanna's Medical Group/ Physician Billing

570-326-8196 or 1-800-433-0816 or call the number listed on your bill.

Schumacher Group

(Emergency Physician Billing)
UPMC Susquehanna Lock Haven
UPMC Susquehanna Sunbury
1-888-703-3301

Susquehanna Home Care & Hospice

570-320-7690

Susquehanna Regional EMS

570-321-2003

Payment Mailing Address

Payments should be sent to the Baltimore, MD mailing address on your statement. This is the central processing location for our local bank. Sending your payment to this address ensures prompt posting to your hospital/physician account.

Patient Co-payments

Most insurance companies have co-pays or deductibles. Payment of co-pays or deductibles are expected prior to or at the time of service. If you are receiving non-emergent services that are not covered by insurance or require a co-payment or deductible, appropriate payment will be required prior to or at the time of service. Please be prepared to pay any self pay amounts. Most forms of payment are accepted.

If you are having a scheduled service, our staff may contact you prior to your appointment to confirm your contact and insurance coverage information. They may also collect any payment obligations at that time.

Understanding UPMC Susquehanna's Billing Process and Financial Assistance

Contact Us

Customer Service

570-326-8196 or
1-800-433-0816

UPMCSusquehanna.org

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As an inpatient or outpatient at UPMC Susquehanna, you receive care from our fully integrated health system that includes:

- UPMC Susquehanna Williamsport Regional Medical Center
- UPMC Susquehanna Lock Haven
- UPMC Susquehanna Muncy
- UPMC Susquehanna Soldiers + Sailors
- UPMC Susquehanna Sunbury
- UPMC Susquehanna Williamsport Regional Medical Center, Divine Providence Campus
- Skilled Nursing & Rehabilitation Center
- Susquehanna Health Medical Group (SHMG)

The information below helps you understand the billing process, the role of health insurance companies and the type of payments available.

Registration

When you register, it is important that you present a photo ID and insurance card each time you visit to ensure that we have your most current information when we bill your insurance company.

We will:

- Verify your insurance coverage and benefits.
- Help you, if balances qualify, to obtain financial and payment assistance.
- Submit your claim to the insurance company following your service.

Bring all your insurance information with you every time you come for care. If you do not have all of your information with you, please call our customer service at 570-326-8196 or toll free 1-800-433-0816 within three business days of your date of service. If we do not receive your complete insurance information within this timeframe, the bill will be sent directly to you.

The Role of Your Insurance Company

After receiving care, bills are sent to your primary or first insurance carrier. After your insurance company makes payments on your bill, they will send you an Explanation of Benefits telling you the action taken on your bill.

If there is a balance, we will bill your secondary or additional insurance plan. If you have questions about services not covered by your insurance, it is up to you to contact your insurance company. If your insurance does not pay your bill after a reasonable period of time, you are responsible for paying the bill.

Emergency Department

As part of your visit, our staff will verify your contact and insurance information, as well as collect any payments that may be due at that time. Please be advised that you may receive separate bills for any physician services that were provided by an emergency department physician or radiologist, in addition to your hospital bill.

The Billing Process

We mail you a bill listing your unpaid balances. The bill lists the date and place you received care, payments received and your balance due. If you have any changes to your address, employer, insurance and/or dependent status, please contact our customer service department at 570-326-8196 or toll free 1-800-433-0816.

We accept Visa, Discover, MasterCard and American Express payments by phone, mail and online. You may also mail a check to the address on your statement.

To pay online for services you received in one of our hospitals, please visit UPMCSusquehanna.org/HospitalBill.

To pay for services you received in one of UPMC Susquehanna's Medical Group offices, please visit UPMCSusquehanna.org/paystatement.

To pay in person you may visit the following receipt station locations:

UPMC Susquehanna Williamsport Regional Medical Center, Divine Providence Campus

Customer Service Center:

(Rider Building, 1205 Grampian Boulevard, 1st Floor)
Monday through Friday, 7 a.m. - 5 p.m.

UPMC Susquehanna Lock Haven

Registration Department:

Located by the Main Entrance of the hospital to pay
Monday Through Friday 6 a.m. - 3:30 p.m.

UPMC Susquehanna Muncy

Admissions:

Monday through Friday, 6:15 a.m. - 5 p.m.
Saturday, 7 a.m. - 12 p.m.

UPMC Susquehanna Soldiers + Sailors

Customer Service Center:

(32-36 Central Avenue,
Wellsboro, inside main lobby)
Monday through Friday, 7 a.m. - 4:30 p.m.

UPMC Susquehanna Sunbury

Central Registration Department:

Located by the Main Entrance of the hospital to pay
Monday through Friday, 6 a.m. - 5:30 p.m.

UPMC Susquehanna Williamsport Regional Medical Center

Radiology:

Monday through Friday, 7:30 a.m. - 5 p.m.
Saturday, 8 a.m. - 12 p.m.

Outpatient Rehabilitation:

Monday through Friday, 8 a.m. - 4:30 p.m.

Admissions:

Monday through Friday, 8 a.m. - 4:30 p.m.

Financial Assistance

Our representatives can help determine the need for Medicaid or other financial assistance programs. Patients who are not covered by insurance or who are responsible for any balances after insurance payments may take advantage of Financial Counseling at the Customer Service Center in the Rider Building (1205 Grampian Blvd, First Floor, Williamsport) or visit UPMCSusquehanna.org/billing.

Pennsylvania Medicaid

The State of Pennsylvania offers Medicaid, a program for health care services for low-income individuals with high medical expenses. Please contact UPMC Susquehanna customer service at 570-326-8196 or toll free 1-800-433-0816 or your local county assistance office for additional information.

Payment Plans

For qualified balances, payment plans may be established.