Thank You for choosing MercyOne for your health care services

Waterloo Medical Center and its affiliated physician network have been designated by Medicare as “Hospital-Based” organizations. As a Medicare recipient, this designation affects the way your account is billed to Medicare. MercyOne is committed to providing exceptional and compassionate health care services, including billing Medicare on your behalf for physician services rendered.

If you have questions regarding Hospital-Based billing, please feel free to contact us at the numbers provided within this brochure.

We hope that the information provided within this brochure helps answer questions or concerns you might have about our billing process and what payment options are available to you. Please feel free to contact our staff at any time with questions.

When it comes to your health, or the health of a loved one, MercyOne’s Mission is to provide exceptional and compassionate health care service, from doing what we can to help you through any medical crisis, to making sure that your visit meets your expectations, to ensuring that your insurance company is billed correctly. And be assured that no one will be denied emergent or urgent care based on their ability to pay.

Registration and Appointments
MercyOne clinics
Hours of operation may vary by clinic. Please call clinic of choice for specific hours or go to MercyOne.org for a complete list of clinics.

Urgent Care – Walk In Clinic
Hours of Operation:
Monday–Friday: Noon–8:00 p.m.
Saturday/Sunday: 10 a.m.–6 p.m.
Thanksgiving, Christmas Day and Easter: Noon–4:00 p.m.

For all other holidays, Urgent Care will be open during the hours posted for that day of the week

Locations:
Waterloo Health Plaza
2710 St. Francis Drive, Suite 111
Waterloo, IA 50702
Phone: 319-272-SICK (7425)

Bluebell Road Health Plaza
226 Bluebell Road
Cedar Falls, IA 50613
Phone: 319-272-SICK (7425)

Independent provider offices
Please see specific provider office phone numbers listed in the local telephone directories.

Mission:

MercyOne serves with fidelity to the Gospel as a compassionate healing ministry of Jesus Christ to transform the health of our communities.

Our Vision
MercyOne will set the standard for a personalized and radically convenient system of health services.

Our Unified Values
Commitment to the Poor
We stand with and serve those who are poor, especially the most vulnerable.

Compassion
Solidarity with one another, capacity to enter into another’s joy and sorrow.

Excellence
Preeminent performance, becoming the benchmark, putting forth our personal and professional best.

Justice
We foster right relationships to promote the common good, including sustainability of the Earth.

Stewardship
We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

Reverence
We honor the sacredness and dignity of every person.

Payment for Services
502 Locust Street, Allison
751 Main Street, Arlington
226 Bluebell Road, Cedar Falls
516 Division Street, Cedar Falls
2802 Orchard Drive, Cedar Falls
501 Clark Street, Dysart
3562 Lafayette Road, Evansdale
105 S Walnut Street, Fairbank
309 2nd Street, Gladbrook
2004 Enterprise Court SW, Independence
1094 220th Street, Jesup
601 Highway 218 N, La Porte City
129 8th Avenue, SE, Oelwein
1306 Hwy 57, Unit A, Parkersburg
501 Main Street, Reinbeck
200 Walnut Street, Traer
602 7th Avenue, SW, Tripoli
200 East Ridgeway Avenue, Waterloo
220 Franklin Street, Waterloo
2055 Kimball Avenue, Waterloo
3410 Kimball Avenue, Waterloo
2710 St Francis Drive, Waterloo
2750 St. Francis Drive, Waterloo
217 20th Street, NW, Waverly

MercyOne.org
319-272-5000

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What MercyOne will do for you:
- We will treat you with dignity and respect.
- We will bill your health plan on your behalf. If you have more than one health plan, we will bill additional carriers.
- We will send you regular, easy-to-read statements showing the balance that is due from you.
- We will ensure you will have access to a financial counselor or customer service representative to answer billing questions or assist you with payment issues.
- We provide answers to frequently asked billing questions and an explanation of our billing statement is on our web site at MercyOne.org.

Your billing responsibilities and what you can do to help us:
- Provide us with complete health insurance information and bring your health insurance and prescription cards to your visit.
- Please comply with the requirements of your health plan by knowing your benefits, obtaining proper authorization for services, submitting referrals, or completing a coordination of benefits form as your health plan may require.
- Please respond promptly to requests you may receive from your health plan.
- Please call us with any questions or concerns you have regarding your bill.
- Please bring any co-payments or balances due at the time of your visit.

Birth of a child
- Prior to birth, contact the patient registration department to provide insurance information. This is essential for insurance verification and authorization to occur.
- Prior to birth, contact your insurance company to notify them of the impending delivery.
- Within 30 days following the birth, you must notify your insurance company of the birth to have your child(ren) added to your insurance policy.

Payment Information
MercyOne will bill your insurance program and any supplemental insurance program if you provide us with this information at the time of scheduling, pre-registration or at your appointment check-in. You are responsible for paying any deductible, co-payments and amounts not covered by your insurance program.

Personal responsibility for balances not covered by insurance
Payment for services that are not covered by insurance are expected to be paid in full by you at the time of service. Since we may not know actual charges before your visit, we may ask you to bring payment with you based on estimated charges. Or, we may request a deposit if an estimate is not available. You are welcome to pay with cash, check, money order or credit card (Visa®, MasterCard®, or Discover®).

Payment options and other discounts
MercyOne policy is to ask for payment of your account balance at the time of service. If the balance is not paid at the time of service you will need to pay in full when you receive a billing statement from us. If you are a self-paying patient or have a personal financial situation that may require special payment arrangements, you are eligible to be considered for a discount under our discount guidelines or Community Care program in effect at the time of your bill. Please feel free to contact our customer service department at 319-272-1512 or 877-643-9413 between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday.

Community Care Program
If you receive medical care and need help with your medical bills, our Community Care program, which is based on family size, and income may be able to help.

To learn more about the program, or to apply:
- Call one of our financial counselors at 319-272-1512 or 1-877-643-9413.
- Stop and visit with our financial counselor in one of two places at MercyOne anytime Monday-Friday 8:00 a.m.–4:30 p.m.: – Cashier window – enter through the Visitor’s entrance (off West 9th St.) and stop by the window just right of the main lobby desk. – Cashier window at the MercyOne Waterloo Pharmacy – enter through the Clinic entrance (off St. Francis Dr.) and turn right. The pharmacy is on the left.
- Obtain an application and the policy at MercyOne.org/financialassistance.
- Request a copy of our Community Care application and policy by mail by calling a financial counselor at the number above.

- Once we receive your application, it generally takes 10–15 business days to be approved for Community Care assistance.

If you are deemed eligible for the Community Care program, you will not be charged more than the amounts generally billed for emergency or other medically necessary care.

This information is available in Spanish and Bosnian on request.

Independent physician bills
You may receive separate billings from independent physicians involved in your care including radiologists, emergency room physicians, pathologists, anesthesiologists and others. These physicians may or may not participate in all insurance networks. Please talk with your insurance provider for network provider and coverage information. If you have any questions regarding your physician bills, please call the phone number listed on the billings you have received from them.