

## Financial Counseling Options

Thank you for allowing us to assist you with your healthcare needs. When these needs arise, you may not be prepared to handle the financial obligations or may not understand your pricing and insurance plan provisions. We have a caring team of Patient Friendly staff to inform you of your pricing and offer you our payment options. We are in-network and participate with Medicare and Medicaid along with the following insurance programs:

| Payer                                      | Commercial Products | Medicare Managed Care | Medicaid Managed Care | NY Exchange Products |
|--|---------------------|-----------------------|-----------------------|----------------------|
| Aetna                                      | Y                   | Y                     |                       |                      |
| Excellus BCBS                              | Y                   | Y                     | Y                     | Y                    |
| Empire BCBS                                | Y                   |                       |                       |                      |
| Fidelis                                    |                     | Y                     | Y                     | N                    |
| GHI/Emblem                                 | Y                   |                       |                       |                      |
| HealthNow                                  | Y                   |                       |                       |                      |
| Martins Point<br>(US Family Health Plan)   | Military            |                       |                       |                      |
| MultiPlan                                  | Y                   |                       |                       |                      |
| MVP  | Y                   | Y                     | Y                     | Y                    |
| PHCS<br>(Private Healthcare Systems, Inc.) | Y                   |                       |                       |                      |
| POMCO                                      | Y                   |                       |                       |                      |
| Resolve                                    | Y                   | Y                     |                       |                      |
| RMSCO/Lifetime                             | Y                   |                       |                       |                      |
| St. Lawrence Lewis                         | Y                   |                       |                       |                      |
| Today's Options                            |                     | Y                     |                       |                      |
| TRICARE<br>(Humana Military)               | Military            |                       |                       |                      |
| United HealthCare                          | Y                   | Y                     | Y                     |                      |
| United Behavioral Health                   | Y                   | Y                     | Y                     |                      |

If you are Uninsured or Underinsured with a Deductible or Copay/Coinsurance; we encourage you to apply for the NYS Assistance Programs through the Area Facilitated Enrollers; the CPH Financial Assistance Program or make a Payment Arrangement to address your balance. You may contact our Patient Friendly Financial Counselors who will assist you or direct you to assistance by contacting us at [315-261-5150](tel:315-261-5150). We accept Cash, Check, and MasterCard, Visa or Discover cards. Should you experience an out of network denial, you have the right to file an Appeal over the phone through our Pt. Friendly Billing representatives who will direct the appeal to the Canton Potsdam Director, Revenue Cycle. You should anticipate a written response within 45 days of receipt and your account(s) will be placed on hold until the review has been completed.

### CPH Finance Department

Area Facilitated Enrollers include: Health Initiative (315) 261-4760 ext 222; CP North Country (315) 386-8191; Fidelis Enroller (315) 383-7665; St. Lawrence NYSARC (315) 386-4493 ext 172; United Healthcare Enroller (315) 408-6067