

ARKANSAS HEART HOSPITAL

CLINIC

FORMERLY LITTLE ROCK CARDIOLOGY CLINIC

Little Rock Cardiology Clinic is now Arkansas Heart Hospital Clinic

The physicians and staff are excited to announce that as of August 1, 2011 our Little Rock Cardiology Clinic has a new name: Arkansas Heart Hospital Clinic. Our clinics across the state will remain with the same familiar staffs and physicians, even the same phone numbers. The Arkansas Heart Hospital Clinics are now established as outpatient centers, off-site from the hospital, but still considered part of the hospital.

Recently there has been one location change: the former Sherwood clinic has moved a couple of miles away to 4509 East McCain Boulevard in North Little Rock—across the street from Walmart—a convenient facility completely refurbished to our high standards.

For your insurance company's purposes, your appointments will now be categorized as an "outpatient center visit" not a "physician office visit" as previously listed. If you have any specific insurance questions, please contact the member services number located on your insurance card.

You can also reach us at 501-664-5860, or toll free at 800-264-5722.

AHH Clinic Billing FAQs

Q. Does being seen in an outpatient center affect my co-pay?

- Many insurance carriers process outpatient center visits differently than they process physician office visits.
- You may be responsible for a percentage of the bill or a higher specialist co-pay, instead of the co-pay you usually pay at your physician's office.
- The amount of the co-pay or deductible for each type of visit may be printed on your insurance card. You may want to check with your health insurer's Member Services Department.

Q. I don't have a deductible for "office visits." Why will my charges be applied to my deductible?

- The center you're visiting is an outpatient department of the hospital. Your insurance carrier may process your claim as a hospital-based outpatient visit instead of a physician office visit.
- Your policy may include a deductible for hospital-based outpatient services. When your deductible is met, your insurance should begin payment based on your specific plan.

Q. I was told that I may receive two separate bills. Why?

- When you are seen at your physician's office, the bill you are given for that service covers both the physician's professional services, and the costs involved in running the office.
- When our physician sees you at a hospital-based outpatient center, they physician's professional service fees are billed separately from the costs to run the outpatient center.

Q. My physician gave me a referral. Why do I need an authorization?

- For hospital-based outpatient services, some insurance companies require a pre-authorization instead of a referral. Physician offices generally require referrals for their office visits. It may not be clear to your physician that the specialist they want you to see is hospital-based, and that a pre-authorization instead of a referral is needed. You may want to check with your Member's Services Department.

501-219-7000 • arheart.com

OUTPATIENT CENTER VISIT VS PHYSICIAN OFFICE VISIT

Is there a difference?

How does it affect me?

Arkansas Heart Hospital has established outpatient centers that are off-site from the hospital. This allows greater convenience for our patients. Even though the outpatient centers are not on the hospital campus, they are still considered to be part of the hospital.

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your appointment is categorized as an

"outpatient center visit," not a

"physician office visit."

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