



Patient Financial Services Center



Contact the Patient Financial Services Center

Phone: 1-800-782-8581, ext. 9-4475

Option 1: Customer Service (Payment arrangements and account inquiries)

Option 2: Insurance Eligibility (Insurance changes and benefit verification)

Option 3: Prior Authorizations

Option 4: Fee Estimates

Option 5: Financial Assistance Counselors

Email - Patient Assistance Counselors:
PACCounselorShared@marshfieldclinic.org

Email - Fee Estimators:
fee.estimate@marshfieldclinic.org

Protecting your financial data is important to us. Your information will not be shared outside Marshfield Clinic Health System, Inc., unless authorized or required by law.



marshfieldclinic.org

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Marshfield Clinic Health System



Our Patient Financial Services team is here to help you.

Our goal is to help you understand the cost of your health care services and provide access to the plans, programs and financial assistance options that are right for you.

Patient Assistance Counselors

Our counselors are here to provide support if you are experiencing a financial hardship and wish to apply for assistance. They can assist with financial assistance, Badger Care, Medicare, medical assistance, community health programs and local programs.

Fee Estimators

We offer fee estimates that includes a description of services, procedure codes and a bill estimate.

Prior Authorization

Many insurance plans require prior approval for care. While insurance may approve services, it may not pay because of policy limits. Our Authorization team assists patients who need treatment or services requiring insurance carrier pre-authorization.

Financial assistance is available

Our Financial Assistance Program is not an alternative to health insurance, government or other community programs. Marshfield Clinic Health System offers assistance to ensure that financial limitations do not prevent our patients from seeking medically necessary care.

Discounted care is available for uninsured and underinsured patients with income at or below 400% of the Federal Poverty Guidelines.

Assistance may be available in other circumstances, depending on the size of the patient's medical bills and whether other eligible criteria are met.

To apply:

- **In-person:** Applications and financial assistance policies are available at any of the hospital, clinic or emergency department registration locations.
- **Phone:** 1-800-782-8581, ext. 9-4475
- **Online:** www.marshfieldclinic.org/financial-assistance
- **Email:** PACCounselorShared@marshfieldclinic.org

Appeals

If your financial assistance application is denied, you may appeal. Please call us for assistance with the appeal process.

Frequently Asked Questions and Answers

Why was my payment not posted to my date of service?

Marshfield Clinic Health System applies personal payments to the oldest date of service listed, as personal responsibility.

If I am unable to pay my bill, are there resources available?

Contact our Patient Financial Services department at 888-258-9775 to discuss payment arrangements and assistance options.

Why was I billed for an amount different than my fee estimate?

The estimate you receive is based on anticipated services. Additional services provided would not have been included. Services may change based on the medical care needed.

Can I speak to someone in-person for payment assistance options?

Our counselors are available in-person at:

- Marshfield Medical Center-Beaver Dam
- Marshfield Medical Center-Eau Claire
- Marshfield Medical Center-Ladysmith
- Marshfield Medical Center-Marshfield
- Marshfield Medical Center-Minocqua
- Marshfield Medical Center-Park Falls
- Marshfield Medical Center-Rice Lake
- Marshfield Medical Center-Weston

Counselors are available by appointment:

Monday – Friday, 8 a.m. – 5 p.m.