

# Billing/Payment/Financial Assistance

## How do I get the prior authorization for the procedure?

If your insurance requires a prior authorization, our staff will work with your insurance company to seek the appropriate authorization. You can call the Prior Authorizations Specialist team Monday through Friday from 7:30 a.m. to 4:00 p.m. at **715.483.0432**.

*\*Please note: Obtaining prior authorization does not guarantee payment/coverage of services. Patients should contact their insurance company to ensure network benefits and coverage of payment.*

## How can I find out the cost before my procedure?

St. Croix Health offers price estimations to determine the estimated cost of your upcoming procedure whether you have insurance or are self-pay. Patients can access our online tool to generate the estimated cost of a procedure on our website, [www.saintcroixhealth.org](http://www.saintcroixhealth.org). Patients are also encouraged to contact our Patient Financial Counselors Monday through Friday from 8:00 a.m. to 4:30 p.m. at 715.483.0475 to determine your out-of-pocket cost for your procedure.

## Will St. Croix Health help with my FMLA or Short Term Disability form?

Family Medical Leave Act (FMLA) and Short Term Disability (STD) forms are accepted and coordinated through our Health Information Services Department with your provider. Please allow up to 10 days for processing. Many times, a signed authorization for disclosure to release this information is required. Our Health Information Services personnel will assist you with this process, but as the patient, you will need to be your own advocate. Health Information Services can be reached at 715.483.0322.

## Will I be required to make a pre-payment, and can I set up a payment plan?

Pre-payment may be required to go towards your out-of-pocket expenses or if you are self-pay. Please contact our Patient Financial Counselors to arrange pre-payment or set up a payment plan prior to your scheduled procedure date. Patient Financial Counselors are available Monday through Friday from 8:00 a.m. to 4:30 p.m. at **715.483.0475**.

## Can I get financial assistance if I need it?

St. Croix Health offers Financial Assistance to those who qualify. For more information, or to request an application, please contact our Patient Financial Counselors Monday through Friday from 8:00 a.m. to 4:30 p.m. at **715.483.0475**. You can also find more information and our application on our website, [www.saintcroixhealth.org](http://www.saintcroixhealth.org).