

Provider-Based or Hospital-Based Outpatient Clinics

Like hospitals across the country Lexington Memorial Hospital, a part of Wake Forest University Baptist Medical Center, is converting many of its physician practices to hospital-based outpatient clinics.

Below are frequently asked questions (FAQs) related to this transition:

Q: What does “Provider-Based” or “Hospital Outpatient Clinic” mean?

A: “Provider-Based” or “Hospital Outpatient Clinic” refers to the billing process for services provided in a hospital outpatient clinic or location. This is a Medicare status for hospitals and clinics that meet specific Medicare regulations and requires that we bill Medicare in two parts (Part A and Part B).

Q. How does this affect patients?

A. Patients may receive a charge from the hospital and the doctor in a hospital outpatient clinic. If a patient has insurance, each patient’s insurance plan is unique to that patient and contracted provider. Some insurance companies may cover both hospital charges and doctor charges and some may not.

Q. What should I ask my insurance carrier?

A. Ask whether the insurance company covers facility charges in an outpatient hospital clinic. If it does, ask what percentage of the charge is covered. Additionally, verify what your hospital outpatient insurance benefits are, as they typically are applied toward a hospital deductible and coinsurance payment.

Q: What if a patient has an insurance plan such as BCBS or Medcost?

A: Insurance carriers who have a contract with Lexington Memorial Hospital may not require the same billing process as plans such as Medicare or Medicaid. Patients may not incur additional expenses but should check with the business office or their insurance plan.

Q: How does this affect a patient who has Medicare or Medicaid?

A: In a hospital based outpatient clinic, Medicare and Medicaid patients may receive two (2) separate bills for services provided in the clinic – one from the doctor and one from the hospital. Medicaid patients may pay two copayments - \$3 for the physician service and \$3 to the hospital.

Q: Does this affect patient co-pays or deductibles?

A: -Depending on the clinical service being provided, additional out-of-pocket expenses for Medicare and Medicaid patients may be incurred in the “Provider-Based” clinic.

Q: What if a Medicare or Medicaid patient has secondary insurance coverage?

A: Co-insurance and deductibles may be covered by a secondary insurance policy. Check with your benefits or insurance company for details related to your secondary coverage. For instance, you may ask whether the secondary insurance company covers facility charges or provider-based billing. If it does, ask what percentage of the charge is covered. Verify what your hospital outpatient insurance benefits are, as they typically are applied toward your deductible and coinsurance.

Q: How will patients know if a clinic is provider based?

A: Ask when scheduling your appointment. Provider-based clinics will have signage reflecting the clinic as a Lexington Memorial Hospital Outpatient Clinic.

Q: Where can patients call with their financial questions or concerns?

A: Lexington Memorial Hospital has staff available through our Patient Accounts Department to assist you. If you have questions, please contact (336) 238-4765 or visit us on campus in the Business Services Complex adjacent to the main hospital. If you already have received services and have questions pertaining to your statement, please call the telephone number referenced on your bill.

Q: Why does the Medicare Secondary Payer (MSP) questionnaire need to be completed?

A: As a participating Medicare provider, we are required to screen Medicare patients according to the MSP rules. At each visit, you will be asked the MSP questions. These questions help us to confirm if Medicare or another payer should process the insurance claim as primary.

Q: What can patients do if they are having difficulty paying for healthcare services?

A: They can contact a Patient Customer Services Representative at (336) 238-4765 to discuss available options.

Q: What Lexington medical practices are “Provider-Based” or “Hospital-Based” outpatient clinics?

A: [The Wound Care Center](#)
[LexMedical Cardiology Associates](#)
[Women’s Center of Lexington](#)
[LexMedical Gyn Care](#)
[Women’s Center of North Davidson](#)