

Frequently Asked Questions

Who is responsible for payment?

Patients 18 years of age or older are legally responsible for their accounts, regardless of with whom they live, who holds the insurance, who claims them as dependents or their status as a student. If the patient is under 18 years of age, both parents, regardless of marital status or the legal guardian(s), are in most cases responsible for the account. As a courtesy, we will bill your insurance company. However, you are ultimately responsible for payment.

When is payment due?

You are responsible for paying any amount due in full at the time you come in for healthcare services. We accept most private health insurance, Medicare, Medicaid and Workers' Compensation; please check with your provider. We will bill your insurance company for all covered services you receive. You will receive a bill for services not covered by your insurance company and you will be responsible for paying for these services.

What are acceptable methods of payment?

Union General Hospital accepts cash, checks, money orders, Discover, Visa, MasterCard and American Express for payment.

Does Union General have any payment plans?

Payment plans can be arranged for patients who need additional time to make all necessary payments based on Union General's financial assistance and payment guidelines. If you want to arrange a payment plan, contact the Business Office at (706) 745-2111, during the hours of 8:00 am to 4:30 pm

What if I don't have insurance?

We are committed to providing accessible, comprehensive health care in a compassionate, culturally competent, ethical and fiscally responsible manner. In keeping with this goal, Union General has developed a variety of financial options aimed at addressing the needs of patients without insurance coverage

If you do not live in Union or Towns counties, and you come to a Union General Hospital, Inc facility for non-emergency, you will be requested to pay in full for your medical services before they are rendered. We encourage all uninsured patients to complete the financial counseling process so that you can receive the appropriate discount for services. Those who do not go through financial counseling will be asked to pay the full cost of their care.

Who do I talk to about my bill?

A Business Office team member can assist in addressing any questions you may have about your bill. If you want to discuss your bill, you may contact the Business Office at (706) 745-2111 during the hours of 8:00 am to 4:30 pm we appreciate your commitment to resolving your bills.

As you anticipate clinic visits, tests, procedures or hospitalization, we want you to be aware of our various financial assistance programs in case you have concerns about paying for your medical care. Our financial assistance programs have eligibility requirements. Union General Hospital, Inc. may discount some or even your entire bill and/or help you make payment arrangements.

How do I obtain financial assistance?

A Financial Counselor will evaluate your financial status to determine if you are eligible for a reduction on the amount you owe. In order to determine if you qualify for Financial Assistance, please complete a financial application and bring the following documents:

- Personal Identification (driver's license, State of Georgia identification card, etc.)
- Medicare Card (if applicable)
- Visa or Resident Alien Card (if applicable)
- Proof of Residency (lease contract, utility bills, rent receipt, food stamps, voter registration card, etc.)
- Proof of Income (current pay check stub, Social Security Administration letter, unemployment claim, etc.)
- Proof of Number of Dependents (most recent tax return, dependents' birth certificates, etc.)

A Financial Counselor can help address any questions you have about eligibility requirements and required documentation. For an appointment with a Financial Counselor to determine if you are eligible, please call (706) 745-2111. Your information will be evaluated for financial assistance.

If I have insurance what bills will I receive?

We will bill your insurance company first; your insurance company will pay according to your benefits. You may have a patient responsibility that includes non-covered charges, co-pays, deductibles and coinsurance. Therefore, you will receive bills for all services that are not covered by your insurance.

Will I receive any other bills?

Yes, you may. Union General Hospital, Inc has many providers that participate in your care. Therefore, the Emergency Room physician, Radiologist, Pathologist and Anesthesiologist may send separate bills for your care.

What if I was in an accident? - Workers' Compensation

Charges for hospital services incurred as a result of a verified work-related injury will be treated as a workers' compensation. However, as the patient you complete the information with your employer and assure your workers' compensation claim is approved. In case your worker's compensation claim is denied, we will also request you provide us with your medical insurance information.

Vehicle Accidents and Other Injuries

If you receive treatment as a result of a vehicle accident or other injury, we must confirm this information with the auto carrier to bill your claim. We also will collect information about your commercial insurance in case your auto carrier denies your claim.