



About your Bill – Urgent Care and Emergency Department Charges

Understand your bills from Children's Urgent Care and Emergency Department.

Because we saw your child in Seattle Children's Hospital Urgent Care before they were sent to Seattle Children's Emergency Department (ED), you will receive charges from Urgent Care and from the ED.

Why do I receive charges from Urgent Care if we spent little time there?

When you check in, we try to decide what type of care your child needs – if we can treat them in Urgent Care, or if we need to send them to the Emergency Department (ED).

However, our registration staff do not have clinical experience, and sometimes your child needs to see a provider before we can determine where they can receive the best care.

Next time, should I take my child to the ED right away?

No, unless you know for sure it is an emergency. By law, once you go to the ED and your child is registered as a patient, they have to receive care there.

ED visits are typically more costly, so if we can see your child in Urgent Care, it may save you money. Visit www.seattlechildrens.org/ucvsed to help you decide when you should go to Urgent Care or the ED.

Who does this affect?

Patients with Medicaid, Apple Health (Healthy Options), and Children's financial assistance will not receive bills for the amounts that their insurance does not pay.

What will be included in my bill from Seattle Children's?

- Professional services provided by Children's physicians, nurse practitioners or physician assistants.
- A clinic facility charge for being seen in the Urgent Care Clinic and an ED facility charge for being seen in the ED.
- Facility charges for procedures. Some insurance companies cover a procedure like a "surgery" even if your child did not have a surgery.
- Diagnostic testing such as lab or radiology (X-ray) services.
- Medicines or supplies used in Urgent Care or the ED.

Questions about...

- **Billing:**
206-987-5770
- **Insurance coverage:**
Contact your insurance company and ask about facility charge coverage for hospital-based clinics.
- **Financial assistance:**
206-987-3333

What should I do if I'm concerned about paying for services?

Children's has a generous financial assistance program. Apply online at www.seattlechildrens.org/financialassistance. You may also call 206-987-3333 to speak with a financial counselor.

To learn more about when to go to the Emergency Department instead of Urgent Care, visit www.seattlechildrens.org/ucvcsed.

Free Interpreter Services

- In the hospital, ask your child's nurse.
- From outside the hospital, call the toll-free Family Interpreting Line 1-866-583-1527. Tell the interpreter the name or extension you need.

Seattle Children's offers interpreter services for Deaf, hard of hearing or non-English speaking patients, family members and legal representatives free of charge. Seattle Children's will make this information available in alternate formats upon request. Call the Family Resource Center at 206-987-2201.

This handout has been reviewed by clinical staff at Seattle Children's. However, your child's needs are unique. Before you act or rely upon this information, please talk with your child's healthcare provider.

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