

About Your Bill

Telemedicine

We want to help you understand your bill from Seattle Children's Hospital. Here are answers to common questions about charges for telemedicine, also known as telehealth.

What are the charges I see on my bill?

When your child has a telemedicine visit, you will see these charges on your bill:

1. **Provider Services:** includes the doctor's services needed to provide care during the telemedicine visit.
 2. **Telehealth Admin Fee:** includes equipment and additional staff the hospital provides to support the telemedicine appointment. You will see this charge after a telehealth visits with a doctor, nurse practitioner, physician assistant, or mental health professional.
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Who do I call with questions about my bill?

Call Billing and Insurance at 206-987-5770, 8 a.m. to 4 p.m., Monday through Friday.

What if I am unable to pay?

Contact our financial counselors at 206-987-3333, 8 a.m. to 4 p.m., Monday through Friday. They can talk with you about options to pay for hospital care, including financial assistance.

Seattle Children's Financial Assistance is for patients younger than 21 whose primary residence is in Washington, Alaska, Montana or Idaho and who meet income requirements. It is based on family size and income, and you may qualify even if you have insurance. Ask for an application at any Seattle Children's location or visit www.seattlechildrens.org/financialassistance.

To Learn More

- Billing and Insurance
206-987-5770
- Financial Assistance
206-987-3333
- seattlechildrens.org

Free Interpreter Services

- In the hospital, ask your 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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