

Requesting copies of your UW Health medical records

You may request copies of your UW Health medical records, radiology images and pathology reports and slides. For more information, refer to the patient rights and responsibilities flier or visit uwhealth.org.

Understanding your health insurance coverage and out-of-pocket costs

UW Health is committed to providing remarkable care and service to our patients and families. This includes helping you understand your health insurance coverage and medical bills. We encourage you to review your insurance benefit information to understand your potential out-of-pocket costs. You can also visit uwhealth.org/billing for more information on our locations, billing practices and facility fees.

Your health insurance coverage and out-of-pocket costs may be different depending on if services are provided at a UW Hospitals & Clinic-owned (also referred to as a hospital outpatient department) or a UW Medical Foundation-owned clinic. UW Hospitals & Clinic-owned locations charge facility fees to cover the higher costs of operating these departments in compliance with the requirements of the Centers for Medicare and Medicaid Services and The Joint Commission.

Understanding your UW Health bills

UW Health will review your health insurance coverage, including any insurance requirements for preauthorization or notification, and submit claims to your health insurance on your behalf. You are expected to pay out-of-pocket costs (copays, deductibles, coinsurance) prior to service whenever possible. After your insurance company has processed the claim and paid its portion, you will be responsible for the remaining balance. If you have questions about your health insurance coverage, your visit, or to discuss payment options or financial assistance, please call (877) 565-0505.

Understanding why physician/provider services fees and clinic facility fees are listed separately

The hospitals and associated clinics and our physician group and associated clinics have separate billing regulatory requirements. Please visit uwhealth.org/facilityfees for a list of provider-based clinics.

- Hospital/Clinic Facility Fees are for supplies, services and facility costs that may be part of your care
- Physician/Provider Professional Fees are for services provided by physicians, physician assistants and nurse practitioners

Frequently asked billing questions

What is covered by my health insurance policy?

Every health insurance policy is different. The best way to find out what your health insurance will cover is to contact your insurance company. It is important to find out your benefits (your deductible, copayments, and/or coinsurance). Patients are responsible for knowing what their insurance covers.

How much will services cost?

UW Health offers a service called UW Health Priceline. You may call (608) 263-1507 and ask for a price estimate. Please note that this estimate is not a price guarantee, as the final charges are based on a variety of factors related to the clinical service provided, the diagnoses associated with those services, location, supplies used, etc. Patients can also create a price estimate for common procedures using the estimates feature on MyChart.

Am I required to pay my copayment, deductible, and/or coinsurance at the time of service?

We ask that you pay your out-of-pocket costs (if known) prior to arrival or when you check in at your appointment. If you do not pay this liability at your appointment, you will receive a bill.

Please note that certain services (i.e. non-covered, unauthorized) do require payment prior to or at the time of service otherwise services may not be rendered.

How can I be sure that I get the best coverage possible under my insurance policy?

Please contact your health insurance company to find out how to receive the best possible coverage.

Do I need a referral?

If your plan requires a referral but you don't get one, your out-of-pocket costs could be more and you may be asked to prepay prior to service.



Do I need to notify my insurance company?

Some policies require you to tell your health insurance company after you have received emergency care, usually within a very short time of receiving care.

How will my insurance claim be filed and paid?

UW Health will file a claim to your insurance company. After your insurance processes the claim, you will receive a bill and are responsible for paying any remaining balance in a timely manner.

What if I am unable to pay my medical bills?

Medical bills can cause financial stress. We can help you by setting up payment plans, discussing our financial assistance program, and other services, if you are unable to make a full payment. Please call (877) 565-0505 for assistance.

Will my insurance company pay UW Health directly?

Yes. If your health insurance company does not pay us directly, you must pay us immediately upon receiving your insurance payment or receiving a bill from us.

What if I do not have health insurance?

If you do not have insurance, you will be financially responsible for the cost of your care. If you need assistance with your bill, please call (877) 565-0505, we will be happy to work with you to find satisfactory payment options.

How will I receive my bills?

All patients who have a MyChart account will receive bills online. When a new bill is available, patients will receive a notice through the mobile app and through the email linked with their MyChart account. Patients who do not have a MyChart account or have elected to opt-out of paperless billing will receive paper statements in the mail. To enroll in MyChart, visit uwhealthmychart.org, and click on "sign up now."

Online billing is just one of the many ways UW Health has adopted eco-friendly business practices and supports our commitment to sustainability.

Can I pay my bills online?

Yes. UW Health patients have two options to securely pay their medical bills online:

- Online Billing: Patients who have enrolled in MyChart can receive and pay medical bills online and review payment history, by entering their MyChart username and password
- Pay as a Guest: Patients or family members who have not enrolled in MyChart can pay medical bills online by entering their account number and guarantor's last name

How is UW Health safeguarding my identity?

UW Health's account representatives may contact you if we need more information about past or future healthcare services. We may ask for your personal information (name, date of birth, social security number) insurance information, financial information, etc. If you have concerns about giving this information over the phone, and you want to verify that you're speaking with a UW Health representative, you may ask for a call-back number.

Contact information

Our team of patient account representatives will help you understand and manage your UW Health bills. If you have questions, we are happy to help answer them. Feel free to call, write or visit. If you send written correspondence, please include the account number shown on your billing statement.

UW Health Patient Business Services
7974 UW Health Court
Middleton, WI 53562
(608) 829-5217, (877) 565-0505

