

Important Information about Paying for Your Care

At SUNY Upstate University Hospital

SUNY Upstate University Hospital is a participating provider in many health plan networks. You can find a list of the plans in which we participate at www.upstate.edu/hospital/patients/billing. Some health plans use smaller networks for certain products they offer so it is important to check whether we participate in the specific plan you are covered by. Our list will tell you if we do not participate in all of a health plan's insurance products offered by a participating plan.

It is also important for you to know that the professional services you receive in the hospital are not included in the hospital's charges. Providers (physicians and other practitioners) who provide services at the hospital may be independent physicians or they may be employed by the hospital. Providers bill for their services separately and may or may not participate in the same health plans as the hospital. You should check with the provider arranging your hospital services to determine if they participate in your specific insurance product. SUNY Upstate University Hospital has affiliations or contracts with a number of provider groups, such as anesthesiologists, radiologists and pathologists, to provide services at the hospital. Contact information for many of these groups is available at www.upstate.edu/hospital/patients/billing. You should contact these groups directly to find out if they participate with your specific insurance product.

Check with the provider arranging for your hospital services to determine if other providers will be required for your care. Your provider can give you the name, practice name, mailing address and telephone number of any provider whose services may be needed, such as anesthesiologists, radiologists and pathologists. Contact information for many of these providers is also available at www.upstate.edu/hospital/patients/billing. You should contact these groups directly to find out if they participate with your specific insurance product.

Hospitals are required by law to make available information about their standard charges for the items and services they provide. This information is available on our website at www.upstate.edu/hospital/patients/billing, or by contacting 315-464-8385.

If you do not have health insurance, you may be eligible for assistance in paying your hospital bills. Information about financial assistance is available on our web site at www.upstate.edu/hospital/patients/billing/assistance.php or you may contact our Financial Assistance Office at 315-464-5026.