



Oneida Health
exceptional care... always

Important Information about Paying for Your Care at Oneida Health and Health Centers

Oneida Health is a participating provider in many health plan networks. You can find a list of the plans in which we participate at www.oneidahealthcare.org. 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 products. It is important to check with your insurance company if you are unsure.

It is also important for you to know that the physician services you receive in the hospital are not included in the hospital's charges. Physicians who provide services at the hospital may be independent voluntary physicians or they may be employed by the hospital. Physicians bill for their services separately and may or may not participate in the same health plans as the hospital. You should check with the physician arranging your hospital services to determine which plans that physician participates in. Plan participation information for physicians employed by the hospital can be found at www.oneidahealthcare.org. Oneida Health contracts with a number of physician groups, such as anesthesiologists, radiologists and pathologists, to provide services at the hospital. Contact information for the physician groups the hospital has contracted with is available at www.oneidahealthcare.org. You should contact these groups directly to find out which health plans they participate in.

You should also check with the physician arranging for your hospital services to determine whether the services of any other physicians will be required for your care. Your physician can provide you with the name, practice name, mailing address and telephone number of any physicians whose services may be needed. Your physician will also be able to tell you whether the services of any physicians employed or contracted by Oneida Healthcare are likely to be needed, such as anesthesiologists, radiologists, pathologists and telemedicine. Contact information for these physicians is available in the attachment and at www.oneidahealthcare.org. You should contact these groups directly to find out which health plans they participate in.

Hospitals are required by law to make available information about their standard charges for the items and services they provide. This information is available at www.oneidahealthcare.org or by contacting our Patient Scheduling Department at 315-361-2290.

If you do not have health insurance, you may be eligible for assistance in paying your hospital bills. Information about financial assistance is available at www.oneidahealthcare.org or you may contact our customer service representatives who are available to assist you as follows:

Customer Service Representatives Available

Monday – Friday 9am - 5pm

(315) 361-2087

Certified Application Counselor & Financial Assistance

Monday – Friday 7:30am – 3:30 pm

Or by appointment (315) 361-2230