**COVID-19 Billing FAQs**

* Billing related to COVID-19 for services
* We recommend that you contact your health insurance carrier for specifics on your benefit coverage during the COVID-19 pandemic. Coverage requirements may vary by Medicare, Medicaid, Commercial, and self-funded plans.
* Kirby Medical Center is providing COVID-19 testing with a provider’s order.
* For COVID-19 testing prices for Kirby Medical Center please select the following link: <https://www.kirbyhealth.org/patients-visitors/insurance-financial-assistance/price-transparency/>
* Please select the following link for alternative testing sites in Illinois: <https://coronavirus.illinois.gov/s/testing-sites/>

**Will pricing increase as a result of COVID-19 and any strain on Kirby?**

Like all business and individuals, Kirby has experienced considerable challenges responding to the COVID-19 pandemic and will do everything possible to continue delivering the same high-quality care our communities expect, without driving up costs. There are no price increases planned at this time.

**Is Kirby charging for COVID-19 related care?**

* If you need to have a COVID-19 test and your insurance does not cover all or a portion of the test, or you are uninsured, you will not have to pay for the test.
* If you are treated in the Emergency Department or admitted to the hospital because of COVID-19 or suspected COVID-19 and your insurance does not pay for it, or you have out-of-pocket responsibility, please contact the Patient Financial Services Office at 217-762-1540.
* If charges cause a financial hardship or you do not have insurance, consider applying for Kirby Financial Assistance. If you’re approved for Kirby Financial Assistance, you may only be responsible for a portion of the bill or you may not have to pay anything at all.

**How will patients be charged for telephone visits or virtual visits?**

* If you have an appointment related to COVID-19 and would rather do a telephone visit or virtual visit as opposed to coming to the clinic, and insurance does not pay for all or a portion of the visit, you will not have to pay your patient portion due.
* If you are **uninsured** and your telephone or virtual appointment is related to COVID-19, you will not have to pay for that visit.
* If charges cause a financial hardship or you do not have insurance, consider applying for Kirby Financial Assistance. If you’re approved for Kirby Financial Assistance, you may only be responsible for a portion of the bill or you may not have to pay anything at all. If you are not approved, you will be responsible for paying the bill.
* If you have an appointment **unrelated** to COVID-19 and would rather do a telephone visit or virtual visit as opposed to coming in to the clinic, normal charges for telephone visits and virtual visits will apply.

**May I request a delay in billing if I am newly out of work due to COVID-19 business restrictions at my job?**

Kirby recognizes the financial challenges caused by this pandemic and is taking several steps to address these challenges. You will not have to pay out-of-pocket expense related to testing for COVID-19. We will work with you to determine eligibility for Kirby Financial Assistance. Please use the below link to apply: <https://www.kirbyhealth.org/documents/KIRBY-FINANACIAL-ASSISTANCE-APPLICATION.pdf>. For those patients who do have outstanding balances to pay, we will work with you to establish payment plans.

**Can I apply/re-apply for Kirby Financial Assistance Program now since my employment has changed?**

Yes, patients are always encouraged to apply for Kirby Financial Assistance. Please use the below link to apply: <https://www.kirbyhealth.org/documents/KIRBY-FINANACIAL-ASSISTANCE-APPLICATION.pdf>.

**Will Kirby delay or postpone bills for someone experiencing financial hardship?**

Kirby will not delay or postpone bills, but we will work with patients to determine eligibility for Kirby Financial Assistance. Please use the below link to apply: <https://www.kirbyhealth.org/documents/KIRBY-FINANACIAL-ASSISTANCE-APPLICATION.pdf>. For patients who have outstanding balances to pay, we will work with you to establish payment plans.