

If you have questions about the charges, payments or adjustments on your bill, please contact your insurance company.

**If your insurance company does not answer all of your questions, please contact Mass General Brigham Patient Billing Solutions:**

### **Mailing address**

Mass General Brigham  
Patient Billing Solutions  
399 Revolution Drive, Suite 410  
Somerville, MA 02145-1462

### **Phone**

(617) 726-3884  
Mon, Tue, Wed, Fri 8:00 AM to 4:30 PM  
Thur 9:15 AM to 4:30 PM

### **Email**

[patientbilling@partners.org](mailto:patientbilling@partners.org)

[massgeneralbrigham.org/patient-information/billing-and-insurance](https://massgeneralbrigham.org/patient-information/billing-and-insurance)

Mass General Brigham complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age, or disability.

ATTENTION: Language assistance services, free of charge, are available to you. Please let us know your primary language and we will have an interpreter available to assist with your care.

Spanish/Español – ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística gratuitos a su disposición. Déjenos saber cuál es su idioma nativo y le brindaremos un intérprete para asistirle con sus cuidados de salud.

Portuguese/Português – ATENÇÃO: se você fala português, os serviços de suporte ao idioma estão disponíveis gratuitamente para você. Informe-nos qual é o seu idioma e nós providenciaremos um intérprete disponível para ajudá-lo.



# Physician Office and Hospital Outpatient Billing at Mass General Brigham

This guide provides information about differences between billing for physician office visits and visits that take place at hospital outpatient locations.

For additional information, please visit:  
[massgeneralbrigham.org/patient-information/billing-and-insurance](https://massgeneralbrigham.org/patient-information/billing-and-insurance)



## Physician Office Billing

When your visit takes place in a physician office, you will usually be charged only for the physician's examination, and your co-payment will usually be your only out-of-pocket cost.

We will request payment of your co-payment when you check-in for a visit.

## Hospital Outpatient Billing

When your visit takes place in a hospital outpatient location, there will typically be two charges. Your out-of-pocket costs could include the following:

1. You will be charged for the physician's examination, which will usually be covered by your co-payment.
2. You will be charged by the hospital for use of hospital space, equipment and support staff. This is commonly known as a "Facility Fee." Your health plan may apply these hospital charges to your annual deductible, and after using up your deductible, you may be responsible for a co-insurance payment (usually a percentage of the charges). We will send you a bill if there is any unpaid balance after we receive payment from your insurance company.

## Understanding whether my visit is a Physician Office visit or a Hospital Outpatient visit

You can find information about whether your visit is a physician office or hospital outpatient visit in notices in our waiting rooms, on the websites of our hospitals and physician groups, and in electronic appointment reminders for your scheduled visits.

## Referral and Prior Authorization

For both physician office and hospital outpatient visits, your health insurer may require you to get a referral or authorization. In addition, our providers may be considered "In Network" or "Out of Network" depending on the specifics of your health insurance plan, which could affect the amount you pay.

## Billing for Procedures Performed During the Visit

No matter the location, if a procedure is performed during the visit, you may have further out-of-pocket costs for additional physicians' services and for use of the hospital facilities and staff, even if the procedure was performed in the same exam room as the visit with the physician. Your health plan may apply these additional physician and hospital charges to your annual deductible, and after using up your deductible, you may be responsible for an additional co-insurance payment.

## Laboratory and Imaging Services

If your physician ordered laboratory tests or imaging services (such as x-ray, CT or MRI), you may be billed for these tests by the hospital, clinical laboratory, or imaging center, and you may also be billed for the services of the physicians (usually pathologists and radiologists) who interpreted the test results.

## Understanding how much my visit will cost

It is your right to receive an estimate of the cost of your visit in advance of the visit. Please contact Mass General Brigham Patient Billing Solutions (see back panel of this guide) at least two business days prior to your visit to obtain an estimate. Please have as many details as possible about the upcoming visit, including the provider name, location and details of the planned service or procedure.

## Special Notice for Medicare Patients

If you are a Medicare beneficiary and your visit takes place in a hospital outpatient location, you will be responsible for a Medicare Part B out-of-pocket co-insurance payment of approximately \$25 for the hospital facility charge. Procedure charges or other testing could increase your out-of-pocket expense.

## Billing of Services Provided as Virtual Visits

If you are receiving services virtually, either by telephone or video, all visit charging follows the same guidelines outlined under the **Physician Office Billing** and **Hospital Outpatient Billing** sections of this notice.

When your visit occurs with a provider working within a physician office, you will usually be charged only for the physician's examination, and your co-payment will usually be your only out-of-pocket cost.

When your visit occurs with a provider working within a hospital outpatient location, there will typically be two charges. See **Hospital Outpatient Billing** for details.