

## 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.

## Further information

**Please contact the Member Services department of your health insurance plan to verify your coverage and financial responsibility for Urgent Care services provided at any of the locations listed in this guide.** This phone number is usually located on your insurance card. We can provide a phone if you wish to call your insurance company today to ask if services are covered at this location.

**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

[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.



# Urgent Care Billing at Mass General Brigham

Urgent Care services are available at multiple Mass General Brigham locations.

This guide explains how Mass General Brigham bills for Urgent Care services provided at physician office locations and at hospital outpatient locations.

The billing information in this guide does not apply to Urgent Care services provided at centers named “Mass General Brigham Urgent Care” located in Boston and surrounding communities.

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

## How does this affect me?

Since the locations listed in this guide are not considered by health insurance plans to be Urgent Care Centers, your co-payment benefits for urgent care services typically will not apply. Instead, your visit to these locations will likely be billed either as a physician office visit or a hospital outpatient visit.

## Physician Office Locations

Urgent Care services provided at the following Mass General Brigham locations are typically billed to your health insurance plan as a physician or nurse practitioner office visit:

Cooley Dickinson Urgent Care  
Northampton, MA

Harbor Medical Associates Urgent Care  
South Weymouth, MA

North Shore Urgent Care  
Danvers, MA

Pentucket Medical ExpressCare  
Andover, MA  
Lawrence, MA

## Hospital Outpatient Locations

Urgent Care services provided at the following Mass General Brigham locations are typically billed to your health insurance plan as a hospital outpatient visit:

Brigham and Women's Urgent Care Center  
Foxborough, MA

Massachusetts General Hospital Chelsea  
HealthCare Center Urgent Care  
Chelsea, MA

Massachusetts General Hospital Medical  
Walk-In Unit  
Boston, MA

## Understanding whether my urgent care visit takes place at a Physician Office or a Hospital Outpatient center

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 this guide.

## Payment responsibility for Urgent Care services at the locations listed in this guide

For physician office locations:

- Urgent Care services are typically billed as a physician or nurse practitioner visit, and your out-of-pocket costs are usually limited to the co-payment required by your health insurance plan.
- We will request payment of your co-payment when you check in for the visit.

For hospital outpatient locations:

- Your out-of-pocket costs for the physician or nurse practitioner visit are usually limited to the co-payment required by your health insurance plan. We will request payment of your co-payment when you check in for the visit.
- **You will also be billed for what is commonly known as a "facility fee"** for use of the hospital space, equipment and support staff.
- Your health insurance plan may apply these hospital fees to your annual deductible, and after you have paid your deductible in full, you may be billed for a co-insurance payment (usually a percentage of the hospital's fees).
- We will send you a bill if there is any unpaid balance after we receive payment for your visit from your health insurance plan.

## Referrals and Prior Authorizations

For both physician office visits and hospital outpatient visits, your health insurance plan may require you to get a referral or authorization. In addition, Mass General Brigham 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 insurance plan may apply these additional physician and hospital charges to your annual deductible, and after you have paid your deductible in full, 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 will 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.

## 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.