

Frequently Asked Questions

How does insurance billing work?

You will need to provide you insurance information and signed documents to allow the Hospital to bill the insurance company directly. It is essential to clarify any co-pays, deductibles, or out-of-pocket expenses that you may be responsible for.

Do I need prior authorization for certain treatments or procedures?

Certain medical treatments or procedures may require prior authorization from the insurance company. It is crucial to inquire about the Hospital's process for obtaining authorization to avoid potential coverage issues.

Can you estimate the cost of my care?

Our hospital can provide you with cost estimates for specific procedures or treatments. It is advisable to inquire about these estimates in advance to understand potential out-of-pocket expenses and coverage details.

What if my insurance plan denies coverage for a specific service or treatment?

In cases where the insurance denies coverage, patients should discuss options with the Hospital's Billing Department. They may be able to provide guidance on appealing the denial or finding alternative solutions.

How can I determine if a particular service or treatment is covered by my insurance?

It is recommended to contact both the Hospital and the insurance company to determine coverage for specific services or treatments. The Hospital's Corporate Department can usually provide information about the services the hospital offers, while the insurance company can provide details on coverage under their policy.

Can I upgrade my room or services?

You may have the option to upgrade your room or services, but it is important to confirm if your insurance will cover the additional costs. Some insurance plans may only cover standard room rates or specific services, while others may offer options for upgrades at an additional cost.

What documentation do I need to provide for insurance claims?

You should inquire about the necessary documentation for insurance claims from your insurance company. This may include itemized bills, medical reports, prescriptions, and any other relevant paperwork required by the insurance company.

How can I check the status of my insurance claim?

You can follow up with the hospital's Billing Department or contact your insurance company directly to check the status of your insurance claim. You should keep records of all communication and documentation related to the claim.

Remember that these FAQs may vary depending on the hospital service and the specific insurance policies involved. It is recommended to contact the Hospital's Corporate Department to address any insurance-related concerns or queries on pbsd.corporate@aku.edu or +92-21-34869565 and +92-21-34869568