



Knowledge that will change your world

UAB MEDICINE BILLING AND FINANCIAL ASSISTANCE CUSTOMER SERVICE

We want to do everything possible to provide the financial information you expect and deserve. This guide contains helpful information concerning your financial obligations. If you have questions or need help, our experienced customer service professionals are happy to assist you in person or over the phone.

For more information on our patient financial customer service resources and locations, please visit our website at uabmedicine.org/billing.

Insurance

It is important to remember that every insurance policy is different. Your medical coverage is a contract between you and your insurance company. If possible, please contact your insurance company in advance to gather details on the coverage your policy provides. It is important to:

- Identify whether your insurance carrier requires a referral, prior authorization, or precertification before receiving treatment, and;
- Determine whether UAB is classified as “in-network” or “out-of-network”, because out-of-pocket charges are often higher if services are considered to be outside your network.

UAB Medicine Bills & Customer Service Resources

During the course of your visit to UAB Medicine, you may receive a variety of services and treatments, which may result in multiple bills for the same date of service. These bills reflect a patient’s individual care and could include services from:

UAB Hospital	(888) 309-8435
The University of Alabama Health Services Foundation, P.C. (UAHSF)	(866) 610-6055
UAB Callahan Eye Hospital	(205) 325-8566
UAB Callahan Eye Hospital Clinic	(205) 325-8279
Other services including but not limited to emergency physicians, anesthesia, radiology, and laboratory	Refer to your patient bill for the contact information for these providers

Statement of Services

If you require a detailed statement of your charges, please call during regular business hours to speak to a representative, or request one after hours through our automated telephone system.

Payment Methods

For your convenience, UAB Medicine welcomes payment in person, over the phone, and online at <https://uabhealth.ixt.com>. Most forms of payment are accepted.

Financial Assistance

UAB Medicine offers financial assistance programs for uninsured and underinsured patients. An application must be completed to determine your eligibility. Patients may receive an application by calling (205) 801-9910 (choose option 4) or toll free at (800) 388-7210.