

Does this affect those with Medicare, Medicare Advantage, or Medicaid?

Medicare and Medicaid patients will also receive two separate bills for services provided in the clinic. Medicaid patients will pay two co-pays for the clinic visit – one for the physician and one for the facility visit. For patients covered by Medicare or Medicare Advantage plans, non-physician charges billed by the facility will be subject to co-insurance.

What if I have secondary or supplemental insurance?

Coinsurance and deductibles will likely be covered by a secondary or supplementary insurance policy. Check with your insurance company for detailed information.

What can I do if I am having difficulty paying for healthcare services?

If you are having difficulty paying for services we have a financial counseling team located at on the 2nd Floor of TKC to help you. They are available over the phone at 205-731-6055 or 866-610-6055, Monday - Friday, 8 a.m. – 5 p.m. or they can set up an appointment for you to meet with them in person.

Have questions or concerns?

Contact customer service at:
205-731-6055 or **1-866-610-6055**
Monday - Friday, 8 a.m. – 5 p.m.

If you are currently visiting UAB Medicine, please contact us by picking up any phone and dialing

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A Quick Guide for Patients

Hospital-Based Outpatient Clinics

As your healthcare provider, we are committed to offering you the highest quality care possible. We wanted to let you know of a change to The Kirklin Clinic that will ensure you will continue to receive the highest quality care. This quick guide will help explain the changes and how they'll impact you, our patient.

*We thank you for entrusting us
with your health care needs.*

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The Kirklin Clinic (TKC) is now a hospital-based outpatient department of UAB Hospital

What does “hospital-based outpatient” or “provider-based” mean?

These are terms that Medicare uses to describe outpatient clinics that are actually part of a hospital. Basically, it means that physician offices at The Kirklin Clinic are now considered to be departments of UAB Hospital. It is a very common model of practice for integrated health care systems and is found in many hospitals and facilities, locally and around the nation.

What UAB Medicine clinics will become hospital-based?

All clinics in The Kirklin Clinic building located on 6th Avenue South will be licensed as hospital-based outpatient clinics. There will be no changes to operations at our Acton Road location. If you are unsure if this affects a specific clinic, please be sure to ask when scheduling your appointment.



How will this affect me?

This change will benefit patients in several ways:

- Your medical records will be better coordinated between your physicians.
- The hospital and physicians will be able to better coordinate your care across the clinics and hospital.
- TKC will be held to even higher clinical standards to help maintain the highest patient safety and service quality guidelines.

You may notice the following changes:

- Signing in may take a little bit longer at first for Medicare patients. We have a few more questions that we have to ask each patient. We appreciate your patience.
- You will now receive two bills instead of one, just like if you were to visit the hospital. This is a federal regulation. One bill will be for services provided by the physician and the other for the facility-related expenses.
- You may also receive two separate statements from your insurance carrier for outpatient clinic visits.

Are private insurers like Blue Cross Blue Shield, United Healthcare, MedCost, Cigna, or Aetna affected?

All insurance payors are affected by this change and will be billed for professional and facility charges.

Will I pay more for services?

Depending on the services provided and your individual insurance coverage, you may have to pay an additional co-pay and/or deductible amount for the facility component of the visit.

We recommend that you review your insurance benefits to determine the amount your policy will pay and identify your possible out-of-pocket expenses. If you have secondary insurance, your additional co-pays or deductible amount will likely be covered. In addition, you may call our customer service representatives for more information.

Have more questions? Please contact our customer service representatives at:

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