

Important Billing Information for Our Patients

Q. Why is my charge so high?

A. The way medical facilities determine prices is extremely complicated. Our fees are reviewed annually as we strive to charge a reasonable rate for services while at the same time ensuring we cover the costs associated with operating the region's only high level Trauma Center as well as the highest level intensive care unit for babies.

Q. Why are there two bills that I received from Vanderbilt for my visit to the doctor?

A. The Vanderbilt Medical Group (VMG) statement represents charges for your physician's services. The Vanderbilt University Medical Center (VUMC) represents technical services like supplies, medications and equipment. Although the statements are for the same date of service, they are not duplicate bills.

More helpful info:

Examples of technical fees/medical center charges include but are not limited to:

- Therapeutic services such physical therapy, occupational therapy

Examples of physician's charges include but are not limited to:

- Examinations
- Consultations
- Interpretations of tests
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Q. Why do I get a bill from the hospital when I did not go the hospital for my care?

A. Most Vanderbilt clinics are hospital based clinics. Many academic medical centers like Vanderbilt operate in this manner.

More helpful info:

The physician is an employee of the hospital. She/he does not own the clinic, employ the staff nor have the responsibility for the overhead. All of that is provided by the hospital, this way your doctor is able to concentrate on giving you the best care possible.

Q. My insurance company tells me that my visits have been billed incorrectly. They tell me that my visits should be processed as "Behavioral Health" since I am seeing a therapist instead of "Health & Behavior. What's the difference?

A. The main difference is focused on your primary diagnosis. That means if you come to see one of our Health Psychologists and you have, for example, chronic pain then chronic pain is your primary diagnosis. "Health and Behavior" means that the first diagnosis is medical (your pain) and the secondary diagnosis is psychological (which could be due to your medical problem).

Q. My insurance company tells me that they will pay for acupuncture. Why won't the office file it for me?

A. Often insurance companies that will pay for acupuncture will do so only under certain conditions as outlined in the patient's insurance policy. These conditions do not apply at VCIH. While the insurance company will not pay us if we file the claim, they may reimburse to you directly. Therefore we are happy to supply you with paperwork that you can submit to your insurance carrier for reimbursement. This paperwork consists of a receipt, diagnosis and treatment codes as well as our facility information.

Q. Does the Center for Integrative Health participate in Vanderbilt's charity program?

A. We are unable to participate in the charity program at this time.