

Frequently Asked Questions

Patient billing statements and payments

If you have insurance and your plan has co-insurance, co-payments, or deductibles, you might need to pay some of the costs for your dialysis treatments. Each month, Northwest Kidney Centers will send you a statement that shows all your dialysis visits and any amounts due you may need to pay. The first statement will be mailed in February and will include treatments from January 1, 2024.

Here are some answers to questions you may have about billing and payments.

Q) Why did I get a monthly statement from Northwest Kidney Centers?

A) Sometimes, your insurance may not cover all the costs of your dialysis treatments. Depending on your insurance plan, you may be responsible for copays, coinsurance, or deductibles. These will show up on your billing statement.

Q) I have Medicaid and don't have any other insurance. Why did I get a letter saying I might have to pay for my treatments?

A) We sent a letter to all patients, whether they had insurance or not, to make sure everyone knows we will send statements starting in February. We wanted to make sure no one was surprised.

Q) What if I can't afford to pay the amount due?

A) It's important to continue your dialysis treatments. You can talk to our financial case managers at 206-720-3768. They can help you find coverage options or help determine if you qualify for any financial assistance programs. They can also help you set up a payment plan.

Q) Can I still get dialysis treatments, even if I can't pay my copay when I come to my next appointment?

A) Yes. We will not prevent patients from accessing kidney care because of an inability to pay.

Q) Will I get a bill if I miss a treatment?

A) No, we won't charge you for missed dialysis treatments.

Q) How long do I have to pay the amount due on my statement?

A) You usually have 60 days to pay. If you need more time, please call our Billing Department at 206-720-8552.

Q) What payment methods can I use to pay my amount due?

A) The fastest way is online (at www.securebillpay.net/NKC). You can also pay over the phone (call 206-720-8552), by mail, or by cash or check at your clinic's front desk.

Q: What if I don't understand the charges or there is a mistake on my statement?

A) Call our Billing Department at 206-720-8552. They can look at your account and explain or address any issues.

If you have any questions about your statement, payments, or coverage, we're here to help! Please contact our Billing and Patient Finance Department at 206-720-8552. We are available Monday-Friday, 8 a.m. – 5 p.m.

Español: Si tiene alguna pregunta sobre su estado de cuenta, pagos o cobertura, ¡estamos aquí para ayudarle! Póngase en contacto con nuestro Departamento de Facturación y Finanzas del Paciente llamando al 206-720-8552. Estamos disponibles de lunes a viernes, de 8 a.m. a 5 p.m.

中国人: 如果您对账单、付款或承保范围有任何疑问，我们将竭诚为您服务！请拨打 206-720-8552 联系我们的账单和患者财务部。我们的工作时间为周一至周五上午 8:00 - 下午 5:00。

Tiếng Việt: Nếu bạn có bất kỳ câu hỏi nào về bảng kê, thanh toán, hoặc bảo hiểm của bạn, chúng tôi ở đây để hỗ trợ! Vui lòng liên hệ với Bộ Phận Tài Chính và Bệnh Nhân của chúng tôi qua số điện thoại 206-720-8552. Chúng tôi có mặt từ Thứ Hai đến Thứ Sáu, từ 8 giờ sáng đến 5 giờ chiều.

Soomaali: Haddii aad hayso wax su'aalo ah oo ku saabsan bayaankaaga, lacag-bixintaada, ama caymiskaaga, waxaan halkan u joognaa inaan ku caawinno! Fadlan kala xidhiidh Waaxda Biilasha 206-720-8552. Waxaan helnay maalin Isniin illaa Jimco, 8 subaxnimo - 5 galabnimo.

አማርኛ: ስለ መግለጫዎ፣ ክፍያዎችዎ ወይም ሽፋንዎ ማንኛቸውም ጥያቄዎች ካሉዎት ለማገዝ እዚህ ነን! እባክዎን የሂሳብ አከፋፈል እና የታካሚ ፋይናንስ መምሪያን በ 206-720-8552 ያግኙ። ከሰኞ እስከ አርብ ከጥዋቱ 8 ጥዋት - 5 ፒኤም እንገኛለን።

한국인: 명세서, 결제 또는 보험 적용 범위에 대해 궁금한 점이 있으시면 언제든지 문의해 주세요! 청구 및 환자 재정 부서(206-720-8552)로 문의해 주세요. 월요일~금요일, 오전 8시~오후 5시까지 이용 가능합니다.