



Recently, we made a change to our billing practices that will affect some of our patients, and I want to make sure you're aware and are prepared to answer any questions they may have.

Starting February 5, 2024, Northwest Kidney Centers will resume sending monthly statements to patients whose insurance plans include co-insurance amounts, co-payments, or deductibles. These patients may be responsible for a portion of the costs of their dialysis treatments, depending on the details of their insurance plan. The first statement will arrive in February and will cover treatments received since Jan. 1, 2024.

This practice was in place before, and we paused it because of the manual process. To comply with regulations and maintain financial stability, we need to resume collecting these amounts.

I mailed a letter to all patients in early January to let them know of the change and anticipate they may still have questions. **Please reassure patients that we won't turn anyone away due to inability to pay.** Patients should keep getting the care they need and meet with their financial case managers for assistance. If the patient does not know who their case manager is, please reach out to the below Patient Finance contacts:

- Anthony Moore, Patient Finance Supervisor: 206-720-3768
- Aletha White, Financial Case Manager: 206-720-3770
- Nellie Hammonds, Financial Case Manager: 206-720-3766
- Tess Morgan, Financial Case Manager: 206-901-8748
- Mary Jo King, Financial Case Manager: 206-720-8867

We've created a simple FAQ document for patients that includes contact information for the Billing Department and Patient Finance case managers. We've attached the file so Clinical Unit Coordinators can print copies as needed and make them available at each clinic for patients who request it.

We've included some key points below that are important for you and your teams to know. If you have additional questions, please contact Nada Choe (nada.choe@nwkidney.org or 206-901-8706).

PATIENT BILLING – KEY POINTS

We'll only send statements to patients with insurance plans that require them to pay a portion of their dialysis treatments.

- We used to do this before 2020 but paused during the pandemic due to the manual process.
- Now, to stay compliant and financially stable, we're resuming this practice.
- We sent a notification letter to all patients in January, regardless of insurance coverage, to avoid catching anyone off guard when statements start arriving in February.

We're only billing for copays, co-insurance, or deductibles for treatments a patient has received since January 1, 2024. We will not bill patients for missed treatments.

We won't turn anyone away due to inability to pay. Patients should keep getting the care they need and meet to their financial case manager for assistance if experiencing a financial



hardship. (If the patient does not know who their case manager is, please call 206-720-3768.)
Our Patient Finance contacts are below:

- Anthony Moore, Patient Finance Supervisor: 206-720-3768
- Aletha White, Financial Case Manager: 206-720-3770
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There are several payment methods available for patients.

- Fastest is our secure online portal: www.securebillpay.net/NKC.
- Credit card payments over the phone: 206-720-8552.
- Mail a check or pay cash at their clinic's front desk – please interoffice payments to the Billing Department at Burien Pavilion.
- Payment plans are available – patients can call our Billing Department at 206-720-8552 for assistance.

Patients who notice an error on their statement or have questions should contact our Billing Department immediately at 206-720-8552.

If the patient's insurance denies a claim, they can appeal. Our Billing Department can assist with the process.

Billing contacts:

- Kenny Sok, Billing Lead: 206-720-8552
- Nakia McGraw, Billing Supervisor: 206-720-3779
- Nada Choe, Revenue Cycle Director: 206-901-8706

To access the new patient billing FAQ on KNET click here:

<https://knet.nwkidney.org/docs/1706716766944.pdf?t=638423118585001688>