



WHAT TO DO IF YOU GET A BILL

If you get a bill from New York Presbyterian Hospital or Weill Cornell Medical Center, please let us know.

While we strive to make sure that no patient receives a bill for the services we provide, occasionally a bill will be generated. We work to ensure that these bills get taken care of in a timely fashion; however, **we require your assistance in notifying us of the bill as soon as possible**, as we may not otherwise know that you have received a bill.

WCCC COVERS ALL EXPENSES INCURRED DURING CLINIC and a portion of your prescriptions given at the Clinic. We do not, however, cover emergency room visits or appointments to specialists outside of our network.

If you receive a bill you believe is in error:

(1) Please mail or fax the bill to the above address. Allow 4-6 weeks from the time you submit a bill until it is resolved. In the meantime, you may receive duplicate copies of the bill. Please do NOT resend the bill.

(2) If, after two months, the issue isn't resolved and you continue to receive a bill, please call us at the number listed above. **Please include your Name, Account Number, Date of Service, and Amount Billed in your voice message.**

If a collection agency has started to contact you:

Immediately inform them that your services are to be taken care of by the Weill Cornell Community Clinic and that **they must call us at the above phone number.**

Follow the step (2) listed above immediately and include the fact that a collections agency has contacted you in your message.



WEILL CORNELL COMMUNITY CLINIC

t: (646) WMC-WCCC
 f: (646) 962 – 0350
<http://wccc.med.cornell.edu>

445 East 69th St, Box 31
 New York, NY 10021

BILLING POLICIES

We at the Weill Cornell Community Clinic (WCCC) strive to provide our patients with the best care possible. At the same time, we must place limitations on what we are capable of paying for these services in order to maintain quality care for all of our patients.

The policies below describe what the WCCC pays for each of its services:

Items at no cost to patient (WCCC or department covers cost)

- Patient visit and labs at WCCC
- All in-network specialty referrals (must be made by WCCC)

Items for which you may be billed:

- All procedures and labs ordered by referrals (if cost is a problem, please contact us)
- Emergency services
- Referrals to public hospitals (usually billed on sliding scale)

Issues with Billing

Some patients may receive bills for services that are covered by the WCCC. Common issues with billing can be prevented with the following measures:

- Ensure you check in on the night of the clinic at the WCCC front desk.
- When visiting referral locations, ensure you have “WCCC” listed as your insurance **and NOT “SELF-PAY”**

If you have any questions, please feel free to contact one of the clinic directors.

	<i>Responsibility for payment</i>	
	WCCC	Patient
Visit to WCCC	X	
Labs drawn at WCCC	X	
Prescription by WCCC	\$50/prescription per month (after \$5 copay)	\$5 copay Any cost above \$50
Referral to WCCC partner	X	
Imaging referral	X	
Tests and procedures done by referral		X
Referral to public hospital		Sliding Scale
Emergency room visit		X



PROOF OF INCOME INFORMATION

Attention: WCCC patients need to submit proof of income by their second appointment. This may be in the form of:

1. Pay-stubs: if paid weekly then last 4 consecutive stubs, if paid biweekly then last 2 consecutive stubs
2. Job Letter
3. Letter of Support
4. Social Security Benefits: award letter (not older than 30 days)
5. Unemployment Benefits: print out from the computer showing how much you collect
6. Income tax: for self-employed only

REFERRALS

If you have received a referral to see a specialist while you were at the clinic today

One of our referrals coordinators will be contacting you shortly about your appointment. Please make sure that you or your doctor has filled out the form indicating the days and times when you would be available. We ask for your patience in arranging your referral. However, if you have not heard from a referrals coordinator within 10 days of your WCCC appointment, or if you need to follow up on anything concerning your referral, please contact us at 646-962-9222.

If you receive a prescription from a specialist

Please call the WCCC to notify us so that we can ensure the medication fits in with your full treatment plan and to discuss financing options for your prescription. The WCCC will not reimburse you for medications prescribed by a specialist that are not approved by the WCCC.

WCCC Pharmacy Policies

How to obtain your medication

Ask about and enroll in a health savings plan, which is available at most pharmacies including CVS, Target, Walgreens, Walmart, and Rite Aid. These plans reduce the cost of medication for a small annual fee, **which the WCCC will reimburse. Patients on chronic medication who are NOT enrolled in a health plan will only be reimbursed for the amount the medication costs on the CVS savings plan.**



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Then, fill your prescription to your local pharmacy as directed. Please keep your **original receipt and prescription bag/slip** for reimbursement.

How you will be reimbursed for approved medications:

Bring the receipt from your pharmacy AND the medication bag or prescription slip to WCCC during clinic hours within 60 days of filling the prescription.

If you bring in your prescription for reimbursement and we have run out of cash for that night we will certainly make an exception and reimburse after 60 days.

A \$5 co-payment per medication will be required from the patient

We will hold patients responsible for the **first \$5 cost** of a medication. This will act as a “co-pay.” We will then pay up to the remaining \$45 per prescription per month.

Here are a few examples:

1. Your 30-day supply of medication X costs \$15 per month. You will pay for \$5 and we will reimburse you for \$10 for that month.
2. Your 30-day supply of medication Y costs \$75 per month. You will pay for \$5 as the “co-pay,” we will pay \$45 and you must pay remaining \$20 (total of \$75)
3. Your 90-day supply of medicine Z costs \$65. You will pay for \$5 as “co-pay.” The remaining \$60 will be divided by 3 (since it is a 3-month supply). We will cover the \$20 per month and reimburse you the remaining \$60.

After the \$5 co-payment, WCCC will reimburse up to \$45 per prescription per month. Up to \$150 will be reimbursed to a patient on a given clinic night.



Approved medications for reimbursements include:

Prescriptions for generic medications written or approved by a physician at WCCC. If we send you to a referral (cardiology, endocrinology, dermatology, etc) and they prescribe medication, we will **NOT** reimburse you unless the WCCC approves the medication. This is because referral doctors are often unaware of medication costs. If you want to be reimbursed for a medication prescribed at a referral location then please call or make an appointment at WCCC and we will work to find the most effective medication that is also low-cost.

Brand name medications for which you have received prior approval by a clinic director.

Psychiatry sessions at an approved WCCC location (we will reimburse this according to our policy: after a \$5 co-payment, we reimburse the remaining cost up to \$45 for one month of sessions.

WCCC does NOT reimburse the following:

1. Over-the-counter medications

This includes but is **NOT** limited to:

- Pain relievers - naproxen (Aleve), ibuprofen (Advil, Motrin), acetaminophen (Tylenol)
- Aspirin
- Cold/flu medications or products
- Afrin, Claritin, other allergy medications
- Blood glucose meters + blood glucose strips
- Bandages and other first-aid supplies

2. Medical supplies

NOTE: If you need assistance obtaining medical supplies, WCCC may be able to obtain them for you if they are available through Dispensary of Hope, a medication distributing organization.

3. Brand names when generics are available (unless they have been approved by a clinical director)

4. Medications not prescribed or approved by a WCCC physician

5. Prescriptions written more than 60 days ago



WCCC Pharmacy - Frequently Asked Questions

What if I can't afford to pay out of pocket for medication?

If you are unable to cover the cost of your prescriptions, please speak with the WCCC pharmacy representative. The WCCC may be able to assist you in the following ways:

1. Some brand name medications and expensive medications can be obtained at no cost through patient assistance programs and the WCCC will help you apply for these programs.
2. WCCC partners with Dispensary of Hope, a medication distributing organization. If your medication is available through Dispensary of Hope, WCCC may be able to obtain it for you at no cost.

How do I enroll in a Health Savings Plan?

Patients can enroll in plans, which reduce the cost of medication at the pharmacy. You can enroll (provided that their pharmacy has one) by speaking with your pharmacist. Some plans have an annual fee and the **WCCC will reimburse you for the initial fee**. If you have further questions please speak to a WCCC pharmacy representative at our clinic.