



IMPORTANT NEWS

A B O U T Y O U R

B I L L S

Please take a moment to read this brief explanation of the billing procedures at Tulane Health System.

The following information will help you understand the bills you will receive:

Clinic Bills

Because your doctor's office is a hospital outpatient department owned and operated by Tulane Medical Center, you may receive two separate statements for each clinic visit.

Hospital Bills

Because your doctor is not employed by Tulane Health System, you may receive separate statements.

- The **physician statement** is from Tulane University Medical Group. This statement covers the fees for the physician who treated you.
- The **hospital statement** is from Tulane University Hospital & Clinic. This statement covers the fees for the use of the facility, supplies, and staff services.
- The charges added together represent the total charge for each clinic visit. Depending on your insurance plan, you may have two separate co-pays, co-insurances, or deductibles to pay for each visit.
- Because the two statements are for one visit, both will have the same date of service. Each statement will show any payments made by you or your insurance companies, and the total amount due.

Customer Service Representatives are available to help you with questions about your hospital billing.

Please call (504) 988-2455 or stop by Monday-Friday 8:30-4:00pm at 1415 Tulane Avenue, 2nd floor - Room 2626, New Orleans, LA 70112

Depending on the type of services you receive while at Tulane or Tulane Lakeside, you may receive a bill from one or more of the following entities:

Hospital Bills

Tulane University Hospital & Clinic
P.O. Box 402872 Atlanta, GA 30384-2872
1-866-453-5897
Tulane Customer Service Billing Office
Tulane Medical Center
1415 Tulane Ave., 2nd floor
New Orleans, LA 70112
tulanebilling@hcahealthcare.com

Parish Anesthesia of Tulane

P.O. Box 919124
Dallas, Texas 75391-9124
1-800-222-1442

Physicians Bills

Tulane University Medical Group
P.O. Box 54431 New Orleans, LA 70154
1-855-451-4016
Tulane Customer Service Billing Office
Tulane Medical Center
1415 Tulane Ave., 2nd floor
New Orleans, LA 70112

Tulane Lakeside Hospitalist

Independence Physician Services, LLC
P.O. Box 2955-MSC-999
San Antonio, TX 78299
1-888-703-3301

Tulane Medical Center and Tulane Lakeside ER Physician Billing

Independence Emergency Group, LLC
P.O. Box 400 San Antonio, TX 78292
1-888-703-3301