

HOW TO REACH US?

We are currently located at the Virgin Islands Cardiac Center on the first floor.

If you have further needs regarding billing, payment assistance requests, or insurance(s) update, please contact:

 (340) 778-6311

 www.jflusvi.org

 VI Cardiac Center Building
(first floor)

**EMERGENCY
SERVICES
CONTACT**
911

OUR DEPARTMENT

To ensure insurance is accurately billed, patient responsibilities are met, provide the necessary documents upon request, resolve any billing issues.

Our goal is to serve the community with a smile with great customer service and ensure the best patient experience.



PATIENT FINANCIAL SERVICES

Accuracy and proficiency is our drive for excellence.




Gov.
JUAN F. LUIS HOSPITAL
& MEDICAL CENTER

www.jflusvi.org

REQUESTING & RETRIEVING MEDICAL RECORDS

- Always present a photo ID when requesting medical records
- When requesting records for another patient, complete a Release of Information (ROI) form and be prepared to present your ID and the other individual's ID.
- Medical Records can take 5 - 7 business days but are usually provided within 24 hours.
- Hospital request requires a Release of Information (ROI) form, usually submitted within 24 hours or up to 5 business days, depending on length of stay.

BILLING TIPS

HOSPITAL RESPONSIBILITY	YOUR RESPONSIBILITY	OUTCOME
Register services	Re-verify address and review insurance with Registration clerk	Reduces delayed insurance reimbursements
Pre-Registration deductibles & Co-payments prior to rendering services	Pay in full, ask for assistance due to income challenges, or apply for Care Credit.	Reduces outstanding patient responsibility after a claim is submitted to the payer(s).
Claim submission to insurance(s)	Don't ignore the hospital mail. Provide additional insurance information if requested to continue the billing process.	Failure to respond may result in insurance(s) refusing to reimburse or the balance becomes your liability due to negligence.
Receives Insurance Reimbursement	Pay patient responsibility in full or plan for payment arrangements. Call the Patient Financial Services department to discuss.	Avoid collection attempts



WHY US?

- **Quality Care**
Gov. Juan F. Luis Hospital Nurses, Doctors, and Administration staff always strive for excellence and value your concerns to improve the process.
- **The Doctors**
Additional services are always considered, and constant compliance review continues to ensure and improve quality care.
- **Cashier Department**
Method of payments accepted: Cash, ATH, Personal Check, Money Orders, Visa, Mastercard, Discover, AMEX and Care Credit

LET US HELP

Charity Care

Charity Care is free or discounted medically necessary health care that Gov. Juan F. Luis Hospital & Medical Center offer to people who cannot afford to pay for treatment otherwise.

Care Credit

The CareCredit credit card can help pay for health, wellness, and medical costs with special financing options.

APPLY ON

www.jflusvi.org

