



PATIENT FINANCE RESOURCES

PURPOSE

FINANCIAL ASSISTANCE MISSION AND PURPOSE

Our goal is to provide high-quality care that is easy to access. We know that money concerns can sometimes stop people from getting the care they need. That's why we are committed to offering financial help to eligible patients in the Altru community.

PROGRAMS AND DEPARTMENTS

FINANCIAL CLEARANCE

The Financial Clearance Team reviews scheduled visits and hospital admissions. They check insurance coverage and confirm patient information before appointments. The team uses insurance websites and other tools to make sure coverage is accurate and up to date.

FINANCIAL NAVIGATORS

The Financial Navigator Team provides cost estimates for patients who are planning or scheduling care. They give good faith estimates for both patients with insurance and those paying on their own. They also assist patients with understanding their healthcare costs and answering questions about estimates. **For questions about estimates, please call 701.780.5510.**

HERO TEAM

The HERO Team helps patients find financial assistance options. They provide outreach in the community and meet with patients to talk through insurance and financial concerns. They also help patients complete financial assistance applications. **To speak with a member of the HERO team, please call 701.780.5060.**

CHARITY CARE

Charity Care is a type of financial assistance offered through Altru. It may reduce or fully cover medical bills for patients who qualify. This assistance is available for medically necessary services for patients who meet all the financial guidelines.

For general questions related to your bill, please call 701.780.1500.



PAYMENT PLAN OPTIONS

1. Pay balance in full with Altru
2. Pay balance off in <6 months with a payment plan
3. Establish a payment plan with ClearBalance or AblePay

PROGRAM TYPE



SPECIFICATIONS

STRUCTURE

0% plan managed in house at Altru.

0% interest, no credit impact

0% Interest, no credit impact, 0-13% discount

TERMS

Short-term payment plans < 6 months

Long-term payment plans 6 to 72 months up to \$50,000

Mid-term payment plans 1 to 24 months

ENROLLMENT

Online: MyChart
Phone: 701.780.1500
Altru's Patient Financial Services

Online: MyChart or ClearBalance
Phone: 701.780.1500
Altru's Patient Financial Services

Online: MyChart, AblePay, AblePay QR code on statements
Phone: 484.292.4000

HOW TO PAY

Online: Directly through MyChart
In-Person: Patient Financial Services, Hospital, etc.
Mail: P.O. Box 13780 Grand Forks, ND 58208

Online: Directly through MyChart or myclearbalance.com.
Phone: 888.334.4022
Mail: Columbia Bank, P.O. Box 6877, Carol Stream, IL 60197-6877

Online: ablepayhealth.com
Phone: 484. 292.4000
Mail: P.O. Box 1278 Bethlehem, PA 18016

