



Outpatient Services

Billing – Know Before Your Visit

At Lake Chelan Health we want you to understand how you may be billed for your care.

Rural Health Clinic (RHC):

If you receive care at one of our Rural Health Clinics (**Express Care, Primary Care or Pediatric Care**), your bill will include both the provider's professional services and a clinic fee **combined into a single bill**. This is part of how RHCs are reimbursed under federal guidelines.

Provider-Based Clinic (Hospital Outpatient Services):

If you receive care at one of our hospital-based outpatient clinics (**Specialty Care services that include Orthopedics, Ear, Nose & Throat (ENT), General Surgery, Dermatology...**), you may receive **two separate bills**:

- One for the Professional fees for the provider's services.
- One for the Facility fees for the use of hospital resources.

This is because these clinics are considered part of **Lake Chelan Health Hospital** and the billing is structured to include facility fees similar to services received within the hospital.

Why This Matters

Depending on your insurance, your out-of-pocket costs may differ between an RHC and a hospital Provider-Based Clinic.

Verify Your Coverage

To understand your potential out-of-pocket costs, we recommend contacting your insurance provider to ask how they cover hospital-based outpatient services and RHC visits.

Our reception staff will handle obtaining prior authorization if applicable; however, we do not have access to your specific out-of-pocket maximums or how charges are applied toward your deductible.

Patients are responsible for any charges not covered by your insurance plan.

We are Here to Help

If you have questions or need assistance, please contact our Billing Department by calling 509-682-3300 or through email at billing@lcch.net

Learn more about Provider-Based Clinic vs Rural Health Clinic at LakeChelanHealth.org or scan QR code.



LAKE CHELAN HEALTH

Provider-Based Clinic vs Rural Health Clinic

What is a Provider Based Clinic (PBC)?

A Provider-Based Clinic (PBC)—sometimes referred to as a Specialty Care Clinic—is an outpatient department that operates as an extension of a hospital, offering patients access to hospital-level care in a clinic setting. These clinics are fully integrated with the hospital in terms of administration, billing, and clinical standards, ensuring seamless coordination and continuity of care. Patients benefit from the same high-quality services and safety protocols they would receive in the hospital.

Our Provider-Based Clinics offer a wide range of specialty care services, including **Dermatology, General Surgery, Orthopedics and Ear, Nose & Throat (ENT) care**, among others. This model allows patients to receive expert care from hospital-employed providers while maintaining close ties to the hospital's diagnostic and treatment resources.

What is a Provider-Based Rural Health Clinic (RHC)?

A Rural Health Clinic (RHC) is a federally designated outpatient clinic established to increase access to primary care services in underserved rural areas. RHCs are staffed by a team of healthcare professionals, including physicians, nurse practitioners, and physician assistants, and are designed to provide comprehensive, cost-effective care close to home. These clinics follow specific federal guidelines to ensure quality care and improved health outcomes for rural populations.

Our RHC offers a wide range of services to meet the needs of individuals and families, including **Primary Care** for routine checkups and chronic disease management, **Pediatric Care** for children's health and development, and **Express Care** for minor illnesses and injuries that require same-day attention. With a focus on accessibility, continuity, and community-centered care, our clinic is committed to supporting the health and well-being of every patient we serve.

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