



Patient Information: Health Insurance Billing and Fees

The New York City Health Department asks for health insurance information or a fee for clinic services given to adults (age 19 and over). The Health Department must ask for insurance or payment for services to meet Medicaid standards and other legal requirements.

If you do not have insurance or cannot pay the fee, you can still get services.

Can I use health insurance to pay for the visit?

Yes, you can choose to use your insurance. The Health Department will bill your insurance plan. A copayment may be required.

What if I do not have my insurance card?

If you have health insurance but do not have your card with you, the clinic will give you a letter so that you can mail your insurance information after your visit. If you use your insurance, a copayment may be required.

What if I do not have insurance or do not want my insurance billed?

You can still receive services. The Health Department will ask you to pay a sliding scale fee based on your family size and yearly income. You will not be asked for proof of family size or income. No payments will be collected at the clinic. You can mail payment after your clinic visit.

What if I cannot pay the fee?

If you do not have insurance or cannot pay the fee, you can still get services.

Is my visit confidential?

Yes. Please ask clinic staff for the Health Insurance Portability and Accountability Act (HIPAA) Notice of Privacy for details. The Health Department will not send you any bills, financial statements or receipts.

Please note: Many health insurance providers send an Explanation of Benefits (EOB) to the policy holder with details of the visit (including tests, diagnoses and treatment). If you are concerned about information being sent to the policy holder, you can contact your insurance provider and ask for the EOB to be sent to another address. Another option is to pay for the visit yourself using the Health Department's sliding scale.

What if I have questions?

For more billing information, visit nyc.gov/health and search for "clinic billing FAQ" or call 311 and ask about "health department clinic billing." You can also ask clinic staff.