



## Patient Information: Health Insurance Billing at Chest Centers

The New York City Health Department is required by law to bill health insurance companies for tuberculosis (TB) services.

**If you do not have insurance, you will still get services. Everyone will receive services.**

### **I have insurance. Will my insurance cover the visit?**

Yes. If you have insurance, the Health Department will bill your insurance plan, but will not collect any payments or copayments from you.

### **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. The Health Department will not collect any payments or copayments from you.

### **What if I do not have insurance?**

You can still get services. Everyone will receive 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.

### **What if I have questions?**

For more billing information, visit [nyc.gov/health](https://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.