

If You Have Any  
**Questions** or Need  
**Assistance**

Please Contact  
Patient Financial Services  
**509-633-6366**

COULEE MEDICAL CENTER  
411 Fortuyn Rd  
Grand Coulee , WA 99133  
509-633-1753 ( operator)

QUESTIONS? CONTACT  
Patient Financial Services  
509-633-6366



Guidance for  
**Surgery**  
**Preparation**

This brochure aims to guide you through the upcoming steps between today and your surgery date.





## SECOND STEP- PAYMENT/INSURANCE

You may be contacted by our PFS team, to set up an appointment time to work through your insurance and payment questions. This appointment can be done in person or over the phone, whichever you prefer.

You will receive an estimate of the procedure costs, an estimate of what your insurance will pay, and an estimate of what portion you will be responsible to pay.

We offer 120-day payment arrangement through the hospital, if you need a longer period of time with your balance after that, you can set up a plan with Help Financial at [www.helpfinancial.com](http://www.helpfinancial.com)

Once a payment or payment arrangement has been made, you are financially cleared for surgery.

## THIRD STEP- SCHEDULING

The surgery scheduling team will contact you to set up the time for your surgery to be performed and provide you with any special instructions related to your particular procedure.

## FOURTH STEP- CHECK-IN

Thank you for allowing us to participate in your care. We hope all your questions or concerns have been answered. On the day of your procedure, you will need to present to the front desk for check-in. Please bring your insurance card, ID and your estimated payment, which is expected to be paid at this time (unless you have already paid).

These next 4 steps will guide you to scheduling your procedure/surgery.

We understand this can be a confusing and uncertain time in your life. Coulee Medical Center has a team of professionals to help guide you through this process and answer your questions.

## FIRST STEP- PREAUTHORIZATION

The physician's order for your surgery will go to our insurance preauthorization team. This team will contact your insurance and get approval to proceed with the procedure.

Patients with IHS healthcare coverage need to reach out to IHS to obtain a Purchase Order (PO); this is not done by the Patient Financial Services (PFS) team before the procedure.

