

PCHC Billing Dept.

P.O. Box 1599, Bangor, Maine 04402
207.404.8200 • Fax 207.947.0435



Penobscot Community
Health Care

General Billing Info

- If you have insurance, please bring your insurance card with you to every appointment. You must pay your copay at each visit.
- Patients are responsible to pay any unpaid balance for services, including copays, co-insurance, deductibles, and services not covered by insurance.
- Account balances (what you owe) must be paid within 60 days of receiving a billing statement in order to avoid Collections.
- If you are unable to pay your entire account balance, we offer a 10-month payment plan. Please contact our Billing Department at 207-404-8200 for more information about this option.
- To make payments on your dental bill please send payments to 1048 Union St. Suite 5, Bangor 04401
- If you need to contact us about your dental bill please call (207) 992-2152.
- We accept cash, check, money order, and all major credit cards. Patients can pay in the following ways:
 - **At check-in/checkout:** at your practice
 - **by phone:** 207-404-8200
 - **by mail:** PCHC, PO Box 1599, Bangor, ME 04402-1599
 - **In person:** at any PCHC medical clinic.
 - **online:** <http://PCHC.com/patient-resources/pchc-ehealth/>

Self-Pay (Uninsured) Patients

- If you do not have insurance and are self-pay (paying for service out of pocket), we will collect a minimum, *partial* payment of **\$100 at each visit** from all self-pay patients during check-in. This is a partial payment and your actual visit may cost more. After you see your provider, charges will be sent to our Billing Department and they will send you a statement by mail showing what you paid at your visit and any remaining balance you are responsible for paying.

Sliding Fee Program (Previously Known As Affordable Care Program)

- If you do not have insurance or are underinsured, please ask about our Sliding Fee Program which offers a sliding fee scale based on income and household size. More info online: www.PCHC.com/ACP
- If you are in our Sliding Fee Program, you must pay your copay at each visit.

If you have any questions or concerns about Billing or Collections, please contact our Billing Office by calling 207-404-8200. We are happy to help! You can also learn more about Billing and get answers to Frequently Asked Billing Questions at <http://pchc.com/patient-resources/billing/>