Patient Billing Guide

Understanding the Patient Billing Process

Our goal at the Swedish Cancer Institute is to help with your understanding of the billing process.

You can expect to receive at least two separate bills relating to your care at the Swedish Cancer Institute. This guide includes copies of sample bills and should answer questions you may have regarding your bills. Also included are phone numbers for you to call if you have questions about a particular bill.

During your visits to the Swedish Cancer Institute, you may receive the following types of care and services:

- Chemotherapy
- Doctor visit
- Laboratory work
- Medical imaging (i.e., X-rays, CT scans, etc.)
- Nurse visit
- Radiation therapy

Depending on what type of care you get, you will receive bills from various departments of Swedish Medical Center. These include bills from:

- Swedish Physicians Division for visits to your medical oncology doctor. If you have questions about this bill, please call 1-888-294-9333.
- Tumor Institute Radiation Oncology Group for visits to your radiation oncology doctor. If you have questions about this bill, please call 206-749-5130.

- Swedish Medical Center for all visits, including your physicians, your nurses, for your chemotherapy and radiation-therapy treatments, for X-rays and for lab work. If you have questions about this bill, please call 1-877-406-0438 or 206-320-5300.
- Other care providers related to your treatment. If you receive bills from additional providers besides the ones listed above, please call the number listed on the bill with any questions.

In some instances Swedish will verify your insurance coverage for the facility portion of your services. This does not guarantee payment for the medical services provided. If you’re concerned about insurance coverage or what you must pay for your services, please call your insurance company directly. If you have questions regarding the number of bills you may receive, please contact Financial Patient Relations at 206-386-2562.

For copies of sample bills, please see the reverse side.

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Swedish Physicians Division
Bill for visits to see your medical-oncology doctor

Tumor Institute Radiation Oncology Group
Bill for visits to see your radiation-oncology doctor and your radiation-therapy visits

Swedish Medical Center
Bill for nurse visits, chemotherapy and radiation-therapy treatments, X-rays and labs

Insurance Company Explanation of Benefits
This is not a bill — if you have questions about this document, call your insurance company whose number is typically listed somewhere on the sheet.

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