COMMON BILLING QUESTIONS & PATIENT RESPONSIBILITIES

Sometimes CrossOver patients are sent to other locations for medical services like tests, imaging, or labs. Does CrossOver pay for these services?

- No. CrossOver does not pay for medical services like labs, imaging (MRI, CAT, ultrasounds, etc.), or any diagnostic tests that take place at other locations, such as hospitals or imaging centers.
- Even when these services are referred (sent) through CrossOver, the bill is the patient’s responsibility.

How can patients find out the costs of outside services like tests, imaging, or labs and whether they can receive financial assistance for them?

- Patients need to ask the hospital or other service provider about the cost, or good faith estimate, of the medical service.
- Patients should ask to speak with someone at the hospital or other service provider about their financial assistance program and whether they would be able to receive financial help.
- Qualifying for care at CrossOver does not mean patients will receive financial assistance from hospitals or other service providers.
- Patients are responsible for finding out if they can receive financial assistance at hospitals or other service providers.
- Financial assistance applications for some hospitals may be requested in your preferred language at any of our reception windows.

Does CrossOver help pay for housing, rent, or utilities?

- No. CrossOver cannot pay for housing-related costs or any other costs.
- Our case management team can help connect patients with other resources.

Who can patients talk to if they have questions?

- Please call us at 804.655.2794, option 6.