

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.

