Thank you for choosing Texas Health Resources for your health care needs. We are committed to improving the health of the people in the communities we serve. This includes assisting our patients as they navigate the hospital billing process.

Thank you for choosing a Texas Health Resources Hospital. We look forward to serving you and your family in the future for your health care needs.

Texas Health Resources Billing Office
(800) 890-6034
CustomerService@texashealth.org

Doctors on the medical staff practice independently and are not employees or agents of the hospital.
Up Front Payment
Our practice is to collect all known fees when you register at the hospital, including deductibles, co-payments and co-insurance, based on estimated charges. Your final bill will reflect actual charges for services provided, which may be higher or lower than the estimate provided at registration. If actual charges are higher than estimated, we may ask you for additional payment. If actual charges are lower than estimated, we will process the appropriate refund.

Without Insurance Payment
Our facility offers a discount for patients without health insurance. After your discount is applied, we will ask for payment of the balance in full. If payment in full is not possible, we will work with you to set up a payment plan, obtain coverage through Medicaid or apply for Charity Care Assistance.

Multiple Bills Payment
Your hospital bill contains charges for hospital services only. Certain professional and physician services are often performed along with hospital services as ordered by your various treating physicians. You will be billed separately for these services provided by your physician, ER physicians, radiologists, hospitalists, pathologists, cardiologists, neonatologists and/or anesthesiologists.

Texas Health Resources cannot ensure physicians are contracted providers with your insurance company’s provider network. If an out-of-network physician provides professional services, it is likely you will be responsible for these expenses. Questions about these bills should be directed to the physician office listed on the billing statement for these services.

Online Bill Payment
If you have a balance after discharge, the Texas Health Resources website enables you to pay your bill online with an echeck, debit or credit card. This is an easy, secure and free way to submit payment. Just click the Pay Hospital Bill link from the www.texashealth.org website and then click the Pay My Bill icon. To make a payment, you will be asked to enter your Account Number and Access Code, both of which can be found on the top portion of your THR billing statement.

Payment can also be taken over the phone by calling our customer service department at (800) 890-6034. Your Account Number will also be requested for this transaction.

Customer Service
We are pleased to answer your questions or provide additional information. Our customer service representatives can be reached at (800) 890-6034 from 8:00 AM – 4:30 PM CST. A representative will request your account number and be available to answer any questions about your account and/or bill.

Customer service representatives are happy to assist with the following billing services:
• Pay Your Bill
• Set Up a Payment Plan
• Request an Itemized Bill
• Address Insurance Coverage Questions
• Request Charity Care Assistance

Automated phone service is available 24 hours a day, 7 days a week. Questions can also be emailed to CustomerService@texashealth.org.

Visit our website at www.texashealth.org for additional billing resources including frequently asked questions, a sample bill and glossary of terms.