



West Kauai Clinic - Port Allen
Outpatient Department of
Kauai Veterans Memorial Hospital
at West Kauai Medical Center

SUMMARY

Receiving care at our “Hospital Outpatient” clinic location may result in a hospital facility charge as well as a professional or physician charge for outpatient services and/or procedures. These charges will be reflected on the patient statement you receive for services provided.

Depending on a patient’s specific insurance coverage, it is possible that some patients may pay more for these services and procedures than they would at one of our other sites.

Patients are advised to review their insurance benefits or contact their insurance provider to determine what their policy will cover and identify any out-of-pocket expenses.

Please contact our
Clinic Business Office Manager at

1-808-338-9495

if you have further questions
regarding “Hospital Outpatient” billing.

*Thank you for choosing
Kauai Veterans Memorial Hospital
at West Kauai Medical Center.*

www.kvmh.hhsc.org



West Kauai Clinic - Port Allen
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(808) 338-9431



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“Kauai’s Choice for Family Centered Care”

Hospital Outpatient Clinic

QUESTIONS and ANSWERS



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Kauai Veterans Memorial Hospital / KVMH
at West Kauai Medical Center

*Like hospitals across the country,
Kauai Veterans Memorial Hospital is
converting the Port Allen physician
practice to a "Hospital Outpatient" clinic
effective July 1, 2011.*

*Below are frequently asked questions
(FAQs) related to this transition.*

**KAUAI VETERANS
MEMORIAL HOSPITAL / KVMH
HOSPITAL OUTPATIENT
CLINIC**

Q: What does "Hospital Outpatient" mean?

A: "Hospital Outpatient" refers to the Medicare billing process and requirements for services provided in a hospital outpatient clinic.

Q: How does this affect patients?

A: Instead of a single combined charge, under this model, patients may potentially receive two (2) charges on their combined bill for services provided within the "Hospital Outpatient" clinic. One charge represents the facility or hospital charge and one charge represents the professional or physician fee.

Q: Why did Kauai Veterans Memorial Hospital decide to convert one of its physician practice locations to a "Hospital Outpatient" clinic?

A: Since Kauai Veterans Memorial Hospital has been designated by the Federal Government as a Critical Access Hospital and employs most of its physicians, following this same type of billing process for outpatient care rendered at our hospital ensures more appropriate payment for services provided by hospital staff and physicians and distinguishes facilities that function as departments of hospitals from those which are freestanding.

Q: Where is the Kauai Veterans Memorial Hospital's "Hospital Outpatient Clinic" located?

A: West Kauai Clinic - Port Allen
4353 Waialo Road
Eleele, HI 96705

Q: Does this mean patients will pay more for services?

A: Depending on their particular insurance coverage, it's possible patients may pay more for certain outpatient services and procedures at our "Hospital Outpatient" clinic than our freestanding Kalaheo clinic. We recommend patients review their insurance benefits or contact their insurance provider to determine what their policy will pay and what out-of-pocket expenses may be incurred. Patients may also contact our Clinic Business Office Manager for answers to their specific questions.

Q: Does this affect patient co-pays or deductibles?

A: Depending on each patient's specific insurance benefits, additional patient out-of-pocket expenses may be incurred for services provided at a "Hospital Based Outpatient" clinic.

Q: Where can patients call with their questions or concerns?

A: Please call our Clinic Business Office Manager at (808) 338-9495.

*Thank you for choosing
West Kauai Clinic - Port Allen
for your healthcare needs.*

Kauai Veterans Memorial Hospital
at West Kauai Medical Center in Waimea
is a facility of Hawaii Health Systems Corporation.