

# MyChart

Sign up for SCL Health's MyChart (an affiliate partner with MRH) today and connect with your health records!

Access your information from a computer, tablet or smartphone.

- View and request updates to portions of your medical information, and request your full electronic medical records.
- Communicate with your healthcare team securely.
- Schedule appointments, sign up for wait list notifications and download appointments to your calendar.
- Manage your accounts and payments.
- Check in before upcoming appointments. (for most appointment types)

Visit <https://mychart.sclhealth.org/> and select **SIGN UP NOW**, then select **SIGN UP ONLINE**.

Simply follow the instructions to securely verify your identity online or enter your SCL Health MyChart activation code that your provider shared with you.

For technical questions, you have two options:

- Click the **Let's Chat** icon on the SCL Health MyChart login screen to chat live online with a technician.
- Call toll-free **855-274-2517** and select the SCL Health MyChart option.



## Questions? Call Us

We value you as a patient and welcome your questions. It is our goal to clearly explain your billing and payment procedures to you. If you have questions about Memorial Regional Health or would like to learn more, please contact us.

### Online:

Visit our website at [memorialregionalhealth.com](http://memorialregionalhealth.com) and click on the Pay My Bill link at the top of the page or click on the Services link for more information about services we provide.

### In Person:

Memorial Regional Health  
750 Hospital Loop  
Craig, CO 81625

### By Phone:

970-826-3125 or 970-315-7924.  
Available Monday – Friday 8:00 a.m. – 5:00 p.m.



memorial regional  
health

750 Hospital Loop • Craig, CO 81625

**970-824-9411**

[memorialregionalhealth.com](http://memorialregionalhealth.com)



## The Billing Process at Memorial Regional Health



memorial regional  
health

## Memorial Regional Health Billing and Payment Procedures

Memorial Regional Health (MRH) hospital and associated medical clinics would like to provide a clear understanding of what can be expected through the billing process.

If you have any questions or would like to learn more please call Patient Financial Services at 970-826-3125 to speak to our Financial Counselor.

### Cost of Care

Upon request, MRH will work with your insurance company to provide a general idea of what your out-of-pocket expense might be for most services. Please contact your provider's office for procedural information and then visit [memorialregionalhealth.com](http://memorialregionalhealth.com) or call 970-826-3125 to speak to our Financial Counselor.

### Submitting a Claim

Before you receive a bill, MRH will bill your medical insurance(s) for services provided to you in our hospital or clinics. It will take most insurance companies an average of 45 days to process a claim. If you also have secondary insurance, we will submit a claim to them once payment is received from the primary insurance. It will typically take a secondary payor the same amount of time or longer to process a claim.

You can expect to receive a statement if there is any remaining balance after your insurance(s) have responded with their coverage information or payment.

## Payment Options

- **Pay Your Bill Online:** Visit our website at [memorialregionalhealth.com](http://memorialregionalhealth.com) and click on the Pay My Bill link at the top of the page.
- **Pay By Mail:**  
Memorial Regional Health  
750 Hospital Loop  
Craig, CO 81625
- **Pay By Phone:** 970-826-3125 or 970-315-7924. Available Monday – Friday 8:00 a.m. – 5:00 p.m.
- **Pay In Person:** Hospital main entrance, 750 Hospital Loop, Craig, CO 81625. Monday – Friday 8:00 a.m. – 5:00 p.m.
- **Payment Plans:** Payment plan options are available. Please call the Financial Counselor at 970-826-3125 to discuss available options.

## Payment Discounts

- **Prompt Pay Discount:** MRH offers 25% off of the balance remaining after your insurance has paid. This discount is available only between the time you receive your first statement and second statement.
- **MRH Financial Assistance:** Memorial Regional Health (MRH) is committed to providing necessary, available medical services to patients with both efficiency and sensitivity to the patient's medical and financial needs. Patients may be eligible for financial assistance based on financial needs as defined by criteria in the policy. This assistance is available without regard to race, color, creed, national origin, age, disability healthcare condition, or marital status. For more information visit [memorialregionalhealth.com](http://memorialregionalhealth.com) or call 970-826-3125.
- **Colorado Indigent Care Program:** Some patients may qualify for a discount on medical bills by qualifying for the Colorado Indigent Care Program (CICP). For more information contact our Financial Counselor at 970-826-3125.

## MRH Billing Process

We want to ensure that you are aware that you may receive two separate bills for services provided during the same visit. Depending on your insurance, you may receive a bill from Memorial Regional Health which may include a medical clinic visit as well as a separate bill from Memorial Regional Health for tests such as lab work or x-rays or other imaging.

### Bills from Other Providers

Some services provided by doctors, the ambulance, durable medical equipment (ie crutches, braces, slings, etc.) are separate businesses with their own billing and accounting procedures.

The following is a list of groups regularly providing care to our patients. If you receive a bill from one of the providers below and have questions, please contact them directly.

- Black Mountain Anesthesia  
760-520-1400
- Cardinal Pathology  
970-945-7564
- Care Flight  
800-332-4923
- C&G Medical Equipment  
970-824-8347
- Don Joy Orthotics  
888-225-4398
- Mod-Med (Dermatology)  
855-871-9243
- Quickmed EMS  
800-367-9111
- Western Colorado Radiology  
877-406-2916
- Vail Health – Cardiology  
833-270-4530  
[vailhealth.org/patients-visitors/billing](http://vailhealth.org/patients-visitors/billing)

These providers may or may not participate in the same healthcare insurance contracts or offer the same financial options as MRH.

If you receive a bill for an out-of-network service as part of your care at MRH, please call our Patient Financial Counselor at 970-826-3125.