



At Texas Children's Hospital, we understand that billing and collections for health care services can seem complicated, and we would like to help you understand it better. We hope the following information on our billing processes will make it clearer to you.

## PATIENT EXPENSES

Texas Children's Hospital makes every effort to prepare families for any anticipated expenses that may result from the care received at our organization. Expenses may include the following:

- Deductibles
- Co-pays
- Co-insurance amounts
- Self-pay or non-covered expenses

If you have any questions about whether Texas Children's Hospital and providers participate in your child's insurance plan/network, please contact your insurance carrier, or your employer's benefits department.

## UNDERSTANDING YOUR BILL

For services provided at Texas Children's Hospital, you may receive bills from Texas Children's Hospital, Texas Children's Physician Services Organization, or other partners of our organization (see below list).

### Paying Your Bill

If you would like to pay your bill online, please visit [billpay.texaschildrens.org](http://billpay.texaschildrens.org).

If you would like to pay your bill over the phone, please call **Customer Service** at **832-824-2300**.

### Financial Assistance

Under its Financial Assistance Policy, Texas Children's Hospital provides financial assistance to eligible patients and/or their families. Those seeking financial assistance can complete a financial assistance application with a financial counselor or patient services specialist. Applications and copies of Texas Children's Financial Assistance Policy are available at no charge, and can be accessed online at [texaschildrens.org/financial-assistance](http://texaschildrens.org/financial-assistance), by calling **Customer Service** at **832-824-2300**, or by visiting the Admissions Office on Level 3 of West Tower, 6621 Fannin St., Houston, Texas 77030.

### Customer Service

Our Customer Service Department is available to assist you with any questions concerning your medical bills. There are different customer service phone numbers depending on the type of services provided. Please refer to your billing statement for the appropriate customer service number to call, or consult the following information.

### Texas Children's Hospital and Texas Children's Physician Group dba Texas Children's Physician Services Organization 832-824-2300

Monday - Friday, 8 a.m. - 5 p.m.

### Pediatric Anesthesia Services

Texas Children's Physician Services Organization  
800-332-8548

### Pathology

Pediatric Pathology Consultants  
832-824-1866