

**Shenandoah Medical Center  
300 Pershing Avenue  
Shenandoah, IA 51601**

**712-246-1230**

**It is our privilege to care for you at the Shenandoah Medical Center.**

We value your feedback and encourage you to complete the customer satisfaction survey that you will be receiving in the mail.

**Billing and Insurance Information**

After your visit, Shenandoah Medical Center, the doctor, and other providers will submit a claim to your insurance company and send you an itemized bill within seven to ten days for the services you received.

- **If this is for treatment by a doctor who is a visiting specialist, you will receive two bills:**
  - One from the Shenandoah Medical Center for the room, nurse, supplies, and other facility fees
  - One from the visiting doctor for the examination and treatment
  
- **If this is for diagnostic imaging such as x-rays, ultrasound, or MRI, you will receive two bills:**
  - One from the Shenandoah Medical Center for imaging services
  - One from Grand Island Radiology for reading and interpreting the images
  
- **If this is for surgical services, you will receive two bills:**
  - One from the Shenandoah Medical Center for room, nurse, supplies, anesthesia, and other facility fees
  - One from the surgeon for performing the surgery
  
- **If this is for other outpatient services such as lab tests, respiratory therapy, or physical therapy you may receive multiple bills:**
  - One from the Shenandoah Medical Center
  - One from UNMC Pathology if you had specialized lab tests that are sent to an outside laboratory
  - One from the equipment suppliers (such as Apria Healthcare) for chemo pumps, heart event recorders, or any other specialized equipment
  
- **If this is for an inpatient stay in the hospital, you may receive bills from the Shenandoah Medical Center, the doctor, Grand Island Radiology, Apria, UNMC Pathology, and other providers, depending on the services you received.**

After your insurance company has processed your claims and paid their portion (four to six weeks after your visit), you will receive another copy of your bill(s) indicating the outstanding balance that is your responsibility. Please submit payment to the address listed on your statement.

If you do not have insurance or are unable to pay your Shenandoah Medical Center bill in full, please contact the SMC billing office to discuss available payment options.

**Call for help in understanding your bill.**

**Shenandoah Medical Center Billing Office  
712-246-1230**