

Ventra Health

Web Portal: <https://www.physicianbillpay.com>

Email us with billing questions [billing@ventrahealth.com](mailto:billing@ventrahealth.com)

Call 1-800-418-5438 hours 8am-5pm

## CEP Patient Billing and Patient Statement FAQs

1.) **Why am I getting a bill from Commonwealth Emergency Physicians?**

Commonwealth Emergency Physicians PC is the group of Emergency Physicians, Nurse Practitioners (NPs) and Physician Assistants (PAs) working within Inova Hospitals' Emergency Department and other Inova locations. Our website <http://www.cephed.net> contains a list of the facilities where we provide medical services. Your CEP bill is separate from the hospital bill. Inova Hospitals' bills are for charges from the hospital. The hospital fees do not include the Emergency Department physician, NP, or PA fees. Commonwealth Emergency Physicians charges are separate charges from the hospital fees. Some patients have inquired if CEP is authorized to bill for services; patients or guarantors sign paperwork when treated at the hospital which authorizes Inova and independent physicians to bill for claims payment; these documents explain that some physicians are not employed by Inova and you will receive a separate bill from non-employed physicians.

2.) **Why am I getting a bill from Commonwealth Emergency Physicians if I already paid "Inova Hospital System?"**

Inova Hospitals' bills are for charges from the hospital. The hospital fees do not include the Emergency Department physician, NP, or PA fees. Commonwealth Emergency Physicians charges are separate charges from the hospital fees. Across the US, it is very common for Emergency Department physicians to be a separate entity from the hospital and for physicians to bill separately from the hospital. Some patients have inquired if CEP is authorized to bill for services. CEP is authorized to bill you and your insurance for services rendered as all patients or guarantors sign paperwork when treated at the hospital which authorizes Inova and independent physicians to bill for claims payment; these documents explain that some physicians are not employed by Inova and you will receive a separate bill from non-employed physicians. The documents specifically state that Emergency Medicine physicians and others may be non-employed physicians and will bill you separately.

3.) **Is Commonwealth Emergency Physicians authorized to bill me for services?**

Patients or guarantors sign paperwork when treated at the hospital which authorizes Inova and independent physicians to bill for claims payment; these documents explain that some physicians are not employed by Inova and you will receive a separate bill from non-employed physicians. The documents specifically state that Emergency Medicine physicians and others may be non-employed physicians and will bill you separately.

4.) **Where can I get more information about my bill?**

Please visit our billing website <https://www.physicianbillpay.com> for more information such as insurance information, verify your insurance policy ID and other details, a complete list of when your insurance was billed and any insurance payment amounts or adjustments. You can also make changes to your insurance on our website. Our call center is available from 8am-5pm at 1-800-418-5438.

- 5.) **How can I provide you with my insurance information? Will you bill my insurance?** CEP will bill your insurance. Insurance information provided at the time of registration is billed (patient eligible insurance). Should you wish to verify the insurance information we have on file or make changes, please visit our billing website at <https://www.physicianbillpay.com>. If you prefer not to use the web portal, you can call our billing office at 1-800-418-5438 from 8am-5pm.