

Exeter Hospital Billing - Frequently Asked Questions (FAQs)

Exeter Hospital's Patient Accounts Financial Services Representatives are available to answer questions you may have about your hospital bill. Representatives may be reached by phone at **603-580-6627** Monday through Friday, 9:00 a.m. to 4:00 p.m., excluding holidays.

We have prepared a list of frequently asked questions that may assist you.

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When will I receive my hospital bill?

If you have provided insurance information to us, including Medicare/Medicaid, we will submit a claim to them as a courtesy. Once payment is received by your insurance, if there is a balance due, you can expect to receive a bill within 5 days. If you are uninsured, you can expect to receive a bill within 5 days.

When is payment due?

Payments are due within 30 days of the bill date, unless otherwise indicated on the bill.

How do I receive an itemization of my bill?

In order to reduce the amount of paper produced and to save on costs, Exeter Hospital does not routinely send out itemized billing. If you would like an itemization, please contact our Patient Accounts Office at 603-580-6627 and we will provide a copy to you. The statement you receive will show a summary of the charges billed.

Does the hospital accept credit card payments?

Yes. We accept Visa, Mastercard, American Express, and Discover Cards.

What if I can't pay in full by the due date? Are payment plans available?

Effective 4/15/2023, Exeter Hospital will be changing the way patients set up payment plans. If you are unable to pay your balance in full, and your balance is 2500.00 and higher, you will have the ability to enroll online for a payment plan option, with no hidden fees and 0% interest up to 60 months by going to exeterhospital.payzen.com or calling 888-849-7647. There is no credit application, and your credit score won't be affected. If your balance is lower than \$2500.00 or higher than \$10,000.00, please contact the Patient Accounts office at 603-580-6627.

If you are currently on a payment plan with us, you can continue to pay your balance, however new accounts will not be combined, and you will need to enroll online for a new plan. If you have any questions, please feel free to contact our Patient Accounts office during regular business hours.

What address do I send payment to?

When making payment, please make sure to include your account number and patient name and send to:

Exeter Hospital Patient Accounts
7 Holland Way, Second Floor
Exeter, NH 03833

I have received a copy of my bill but do not understand the charges, or have a concern.

Our Financial Representatives can assist with the explanation of charges and initiate an investigation to any concern you may have. They can be reached at 603-580-6627, or you can meet with them by visiting our Patient Accounts Office during operating hours listed above.

How do I obtain an application for one of your Financial Assistance Programs?

You can obtain information and an application online by clicking [Exeter Hospital - Financial Assistance](#) or you can contact our Patient Accounts Office at 603-580-6627 and speak to a Financial Representative.

Why am I receiving multiple bills for my visit?

Because Exeter Hospital does not employ their physicians, your bill for services at the hospital does not include any physician billing. For questions regarding their bills, you will need to contact them directly.

How do I receive a price quote for services I would like to receive at Exeter Hospital?

Exeter Hospital has a dedicated **Price Estimate Line** and an online portal to provide patients with cost estimates and charge information for procedures and services offered within Exeter Hospital. If you are interested in receiving an estimate please call our **Price Estimate Line** at (603) 580-7605, or you can visit our online portal at [Exeter Hospital - Exeter Hospital Patient Charge Estimator](#).

Still have questions?

For other hospital billing questions, please contact our Patient Accounts Office at 603-580-6627, Monday through Friday, 9:00am to 4:00pm.