

Emergency Medicine F 25 Y  
NAME: [REDACTED]  
CSN: [REDACTED]  
PTDOB: [REDACTED] (25 yrs)  
ATDR: [REDACTED]

**Observation**

**Important Information Concerning Observation Services**

Welcome to CCF WESTON HOSPITAL

Your medical condition necessitates you stay in the hospital while you receive observation services which is considered outpatient status. While you are not admitted as an inpatient to the hospital, you are being closely monitored by your health care team who will be evaluating your condition to see if you can return home. It is possible that you might require an admission to the hospital as an inpatient if your condition or length of stay warrants this.

**Commercial and Observation Services**

Your insurance company regards observation services the same as if you had the tests done as an outpatient. This does not necessarily mean that these services are not covered. Generally, observation stays are covered as an outpatient benefit but coverage varies by plan and product. Benefits are also calculated based on deductibles and copays associated with your plan. The best way to find out about your individual coverage is to contact your insurance carrier using the customer service number on the back of your ID card.

**Contacting your insurance**

Should outpatient services not be covered by your plan, below is general contact information for the major insurance plans. If you have additional questions regarding insurance coverage for these services, please direct them to your insurance company.

- Aetna:** 1-800-872-3862 (1-800-US-AETNA), option 2
- Anthem:** 1-888-290-9160
- Cigna:** 1-800-244-6224
- Medical Mutual:** 216-687-7000, option 2, option 1
- United Healthcare:** 1-866-633-2446

If you would like additional information about your financial liability associated with your observation stay, please call Financial Counseling at (216) 442-1600.

Patient or Representative Name: [REDACTED]

Patient or Representative Signature: [REDACTED]

Date/Time: 12/19/17 2:51