

Billing Frequently Asked Questions

As your healthcare provider, UConn John Dempsey Hospital is concerned not only with your physical well-being but also with your peace of mind. We understand that making financial arrangements for health care services can be stressful. That is why we want to help.

Below are some commonly asked questions and answers about our billing services. If you have difficulty financing your hospitalization, we urge you to contact one of our Financial Counselors at 860-679-4120 as soon as possible so that we may assist you in making arrangements.

Q. What insurance information do I need to bring to my appointment?

A. Please bring with you a photo id and your current insurance card. Your copayment is due at time of service.

Q. How do I find out what my deductible and co-insurance amounts are?

A. Please contact your insurance company to obtain information on copay and any deductible that may apply to the type of service you plan to receive at John Dempsey Hospital.

Q. What medical insurance does UConn John Dempsey Hospital accept?

A. We accept Medicare, Medicaid, and most major insurance carriers. If you have any questions, please contact 860-679-4120 to speak with a Financial Counselor.

Q. What happens if I don't have health insurance?

A. Please contact a Financial Counselor at 860-679-4120 to discuss the options available based on your financial situation.

Q. What will be included in my hospital bill?

A. Your bill will reflect charges for UConn John Dempsey Hospital only. It does not include charges for physician services. Calls regarding your physician's bill should be made to University Physicians at 860-679-2689 or to your private physician who is not employed by UConn Health.

Q. I don't think I can afford to pay by bill – what should I do?

A. Please contact Patient Financial Services at 860-679-2795 to determine if you are eligible for discounts, payment plans, or financial assistance programs like charity care. John Dempsey Hospital does not have free bed funds.

Q. What if I think there is an error on the bill?

A. If you have concerns or questions regarding your bill, please contact Patient Financial Services Monday through Friday, 8 a.m. to 4:15 p.m., or email us at jdhpatientfinancialservices@uchc.edu. Confidential voice mail is available after hours and your call will be returned on the next business day.

Q. Why did I receive a refund check?

A. We will issue a refund if you over paid your account. Either you paid too much and/or your insurance paid at a later date and covered some of what you already paid.

Q. I was in a motor vehicle accident and my attorney offered a letter of protection, will you accept it?

A. No, UConn John Dempsey Hospital does not accept letters of protection.

Contact Information

Mailing Address:

Patient Financial Services
UConn John Dempsey Hospital
P.O. Box 4034
Farmington, CT 06034-4034

In Person:

Patient Financial Services
16 Munson Road, 1st Floor
Farmington, CT 06034-4034
Hours: 8 a.m. to 4 p.m.

Phone: 860-679-2795

Monday through Friday, 8:30 a.m. to 4:15 p.m.
(Voicemail available after regular business hours)

Fax: 860-679-4237

Email: jdhpatientfinancialservices@uchc.edu