Frequently Asked Registration Questions

I’m a new patient. How do I register before the day of my appointment?
You may register online at mayoclinichealthsystem.org, or you may call us at 715-838-3110, option 1.

View our Terms of Use Agreement Patient Information and Mayo Clinic Authorizations and Service Terms

This link will take you directly to a Terms of Use form. Click “I accept” on the bottom of the form and then choose “New Patient Enrollment or Information.”

Do I need to bring anything with me to my appointment?
On the day of your appointment, please present any insurance card(s) and/or information to the registrar so we can ensure your insurance claims are filed accurately and in a timely manner. You also should bring resources for any out-of-pocket expense (co-pay, deductible, coinsurance).

How do I preregister for a hospital service?
You may register online at mayoclinichealthsystem.org or you may call us at 715-838-3110, option 1. By preregistering, patients will spend less time in Registration the day of their procedure and have the comfort of providing information in the private setting of their own home. View our Terms of Use Agreement

This link takes you to the Terms of Use form, which you must accept in order to proceed to access online registration. Click on “I accept” on the bottom of the form and then choose “Online Patient Registration.”

What do I bring on the day of my visit?
• Insurance card
• Emergency contact information
• Resources for any out-of-pocket expense (co-pay, deductible, coinsurance)
• Other valuables should be left at home

How can I get a service pre-authorized by my insurance company?
Generally, insurance companies require notification prior to any planned procedure or hospital admission. Patients are expected to confirm benefits and coverage with their insurance company prior to any planned procedure. We can assist with getting your service pre-authorized by calling 715-838-6737, option 2. For planned surgeries that require admission to the hospital, utilization review staff will contact the insurance company to obtain pre-certification. Following admission to the hospital, utilization review staff will continue to work with your insurance company until your discharge. For urgent or unplanned admissions to the
hospital, utilization review staff will contact your insurance company within one business day of
the hospital admission.

**How do I know if the insurance company will cover my charges?**
You may contact your insurance company with questions. The phone number usually is located
on the back of your insurance card or in your policy documentation. Once your insurance
receives a claim from us for your services, they will send you an explanation of benefits (EOB).
We also may assist with verifying your benefits by calling 715-838-6737, option 2.

**What if I have a medical assistance plan (Medicaid, BadgerCare) that is out of network for
Mayo Clinic Health System, but I want to see a Mayo Clinic Health System provider?**
You must contact the Forward Health enrollment specialist at 1-800-291-2002 (toll free) to see
if they are able to change your Forward Health HMO.

**Will Medicare cover my entire bill?**
Medicare usually pays 80 percent of the allowed amount for covered services after the
deductible is met. For hospital services, a coinsurance or co-payment varies depending on the
service.

**How do I get an estimate of charges for services I may need?**
We are able to provide you with an estimate for clinic and hospital charges. An estimate is
based on a number of assumptions, such as the services you will receive and the number of
days you may be in the hospital.

Estimates can vary based on individual patient differences. A fee estimate is compiled by
determining the average charges previously billed for the same or similar service and/or
procedure(s).

Some factors that may make your total charges higher or lower than the average patient
include:
- Recovery time
- Unexpected procedures performed at the same surgical session
- Medications
- Additional treatments and services
- Ancillary services, such as lab work and X-rays.
- Planned procedure may not be the procedure performed based on your physician’s
  assessment
- Pre-existing health factors may affect your medical needs

Additionally, you may receive separate bills from non-Mayo Clinic Health System physicians
who provide care to you in the hospital. These physicians are independent of Mayo Clinic
Health System and will bill you independently. The following is a list of other services and providers who may bill you separately:

- Pain Clinic, i.e. The Pain Clinic of Northwestern Wisconsin
- Radiation therapy, i.e. Mayo Clinic Radiation Oncology (Rochester, Minn.)
- Anesthesiology services, i.e. Eau Claire Anesthesiologists (anesthesia fees can be obtained by calling Eau Claire Anesthesiologists at 715-834-8721. To request an estimate, call 1-888-838-6193, option 1 (toll free), for Mayo Clinic Health System in Eau Claire, or 1-888-765-4077 (toll free) for Mayo Clinic Health System – Red Cedar.