



**Base Pointe Anesthesia Billing Center
3231 North Star Circle
Louisville, TN 37777**

WWW.TEAMHEALTH.COM

Patient Inquiries

The National Patient Service Center's toll free, billing telephone number is:

AN Patient Services Toll Free Number: 877-307-4554

AN Patient Services Direct Fax Number: 865-560-7133

Our toll free phone number is indicated on all patient billing statements the billing office hours for patient inquiries are:

- **8:00 A.M. - 8:00 P.M. Monday through Friday**
- **10:00 A.M. - 3:00 P.M. Saturday**

Admitting, Registration, Business Office, and other Hospital personnel should refer our patients to the toll free number or website in the event that they receive inquiries regarding Anesthesia invoices.

Please direct all patient questions involving charges for Anesthesia fees to Base Pointe Billing Center. Base Pointe Billing Center has a formal system for recording, processing, and responding to patient inquiries. Please refer the patient to our toll free telephone number above or to our website: **www.thbillpay.com**

Please do not refer calls to the physician on duty as he/she may not have immediate access to the medical record and may not be able to assist with the inquiry.

Correspondence

Correspondence or insurance form completion requests are processed by our billing center staff at the following address:

TeamHealth / Base Pointe Billing Center
Attention: AN Client Services
3231 North Star Circle
Louisville, TN 37777

WWW.THBILLPAY.COM

HEALTH CARE FINANCIAL SERVICES
OF **TEAM**Health.

PATIENT BILLING SERVICES

Review Account | Pay by Credit Card | Pay by e-Check | Provide Insurance Information | Contact Billing Center | Your Privacy | FAQs | Patient Safety Resources

REVIEW ACCOUNT

PAY BY CREDIT CARD

PAY BY E-CHECK

PROVIDE INSURANCE INFORMATION

- Review Account
- Pay by Credit Card
- Pay by e-Check
- Provide Insurance Information
- Contact us directly
- Patients receive a response within 24 hours