About LifeStream’s Financial Services

**Contact Us:**

Do you have billing questions or need further assistance?

To speak with someone about your bill, to pay your bill, or to make payment arrangements over the phone – please call one of LifeStream’s Billing Department Representatives at (352) 315-7500 or visit our Hospital facility located at:

2020 Tally Rd.

Leesburg, FL 34748

**Health Plan Billing:**

LifeStream accepts most major health plans, including Medicare and Medicaid. If LifeStream has received the information needed to bill your health plan, we will bill them for the services rendered on your behalf as a courtesy to you.

You are generally responsible for your co-pays, co-insurance, deductibles, and out-of-pocket expenses related to the services you receive from LifeStream.

While you will receive a copy of your statement promptly, it typically takes from 45-60 days for your insurance company to make a payment on your bill. We will be happy to share with you any information we receive from your insurance carrier. However, for answers about insurance payments, deductibles, and co-insurance payments, you will generally need to contact your insurance company directly.

**Financial Assistance:**

LifeStream is committed to excellence in providing quality behavioral healthcare while serving the needs of our community. If you need help paying your bill, Financial Assistance may be available to consumers who have limited or no resources to pay for emergent or medically necessary services rendered at LifeStream.

**How Do I Qualify for Financial Assistance?**

Financial assistance is based on information such as your yearly income, assets, and family size.

If a validated financial statement application reflects an income at or below 240% of the most current Federal Poverty Level for your family size, the account will likely qualify for financial assistance.

If you meet these requirements, you will not be charged any more than amounts generally billed (AGB).

LifeStream’s FAP percentage discounts are contained in the following chart:

|  |  |  |
| --- | --- | --- |
| Family Income as a % of FPL | Discount % off of gross charges |  |
| >150% | 100% |  |
| 151% - 165% | 96% |  |
| 166% - 180% | 94% |  |
| 181% - 195% | 89% |  |
| 196% - 210% | 81% |  |
| 211% - 225% | 70% |  |
| 226% - 240% | 56% |  |

The Federal Poverty Guidelines can be found at <https://aspe.hhs.gov/poverty-guideline>s

**How Can I Apply for Financial Assistance?**

You can apply for financial assistance and review our financial assistance policies in both English and Spanish at:

<https://www.lsbc.net/consumer-information/financial-assistance-policies/>

or a copy can be mailed to you free-of-charge, upon request by contacting LifeStream’s Billing Department at 352-315-7500.

Translations of LifeStream’s Financial Assistance Policies (FAP), FAP Application and other financial assistance documents are also available upon request by LifeStream’s Billing Department at 352-315-7500.

**How do I obtain Price Estimates?**

Many factors can influence the estimated cost for your treatment at LifeStream including what kind of care you need as well as your health plan coverage. LifeStream is pleased to offer price estimates through our Billing Department for prospective consumers to bring better clarify and understanding to your investment in advance of your purchase of behavioral healthcare services.

You may also find the following link helpful in finding pricing data for all of your healthcare needs:

[https://pricing.floridahealthfinder.gov/#](https://pricing.floridahealthfinder.gov/)!