



Established 1972

By and For the People of Love County

**Richard Barker,
Administrator**

**Ambulance Emergency
911**

**Clinic Appointments
276-2400**

**Hospital Information
276-3347**

**Adult Day Center
276-1542**

**Community Resources
211**

**Domestic Violence Help
276-2042
Hotline - 226-6424**

**Growers Market
276-9410**

Medical Clinic Business Office

Patients are welcome at the clinic whether or not they have medical insurance. Feel free to ask questions about bills, insurance claims, or payment plans.

Jana Brown, Customer Service Representative

Clinic patients meet briefly with her after their appointments. She schedules follow-up visits, takes payments or insurance information, and answers billing questions.

She also handles requests from patients seeking treatment through worker's compensation or motor vehicle accident claims.

Brown has spent her career in clerical and administrative assignments, the last 13 years at the clinic. "I believed this would be a place to grow and make a difference. I love my job and coworkers. We care about patients and hurt together when they are ill or face long-term treatment."



Misti Kirk, Business Office Coordinator

Misti Kirk is celebrating her 20th year as the clinic's billing and insurance specialist. After each patient visit she compiles the medical charges and mails a claim for payment.

The letter from the clinic is the actual bill the patient owes. In the case of insured patients, the letter may not arrive for a month or so after the clinic visit.

That's because Kirk will first have submitted the bill to the patient's insurance company. Some patients have a "primary" insurer and a "secondary" insurer. Each insurer considers the claim in turn. Each conveys to Kirk a notice of the amount it will pay.

Sometimes the insurer simultaneously mails this "estimate of benefits" in a letter to the patient. Patients often confuse the EOB with a bill.

But only the clinic will mail an actual bill to the patient. This bill will be the amount owed after all insurance benefits have been determined.

From 1991-1998, Kirk was a registration clerk in the emergency room. She holds a bachelor's degree in human services counseling from East Central University.

"The years have flown by. I love my job because of the awesome providers here and the great people to work with, Kirk said."



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Mercy Health/Love County

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300 Wanda - Marietta, OK 73448

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