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## Frequently Asked Questions

### How can I get health care in the Jackson Health System?

You can call the Patient Scheduling Center at (305) 585-6000 and make an appointment for the service you need. If you have Medicaid, Medicare or insurance, we will register you over the telephone. If you need financial assistance, we will make a financial assessment appointment at your convenience.

### How can I make or change an appointment?

Please call the Patient Scheduling Center at (305) 585-6000 and we will work with you for a new appointment or to change an existing one.

### Can I be financially assessed without a future healthcare appointment?

Yes, please call the Patient Scheduling Center at (305) 585-6000.

### Do I need to bring anything when I come to registration and/or financial assessment?

When you call for an appointment you will be advised with what to bring. If you have insurance, please bring your photo ID, insurance card and your referral. In most cases, we will register you in advance so you can report directly to your appointment.

If you do not have insurance, you will need to provide photo ID and proof of Miami-Dade County residency (utility bill, voter registration, etc.) at your financial assessment appointment.

### Can I request a review of my financial assessment classification?

Yes, you can arrange for a re-evaluation appointment by calling the Patient Scheduling Center at (305) 585-6000.

[How to Get Care in the Jackson Health System \(PDF\)](#)

[Cómo Obtener Atención Médica en el Sistema de Salud del Jackson \(PDF\)](#)

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### **Who do I call if I have questions about my bill?**

You can call our Patient Finance Customer Service department at (305) 585-5300. A Customer Service Representative will assist you with all questions regarding your bill and provide you with copies of duplicate and itemized bills for inpatient and outpatient services at Jackson Memorial Hospital or the primary care centers.

### **If I have to pay an encounter fee, deductible or deposit, when is it due?**

All encounter fees, deductibles or deposits are due prior to service.

### **If I don't have insurance, do I have to pay a fee?**

The encounter fee is dependent upon your financial assessment classification.

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