



# Billing Process

Uniform Business Office

**Billing can be confusing. This outlines the steps involved from registration to bill payment!**



1

### Registration

Be sure to register with the patient admin if it is your first visit to Naval Hospital Sigonella. Make sure your contact information and mailing address are up-to-date in our systems. Phone # +39 095 56 3847

2

### Appointment

You make your medical appointment and see your provider.

Appointment Phone#  
+39 095 56 2273

3

### After Your Visit

After your medical appointment, the hospital coding team verifies services received and submits to our billing system.

4

### Bill is Generated

Your bill is generated by our systems based on services received from the hospital and coding team review.

5

### Bill sent to CRS

Your bill is uploaded into the Centralized Receivable System (CRS). This takes 90 days, on average, from date of service.

6

### You Receive Bill

You will receive the CRS notification and your bill via regular mail and/or E-Mail. (Please provide your E-Mail to the billing office for this feature.)

7

### \*Insurance

**Once you receive your bill, you are responsible to submit your bill to your insurance for claim payment.**

8

### Timing

Time frame for paying from date of CRS Notification.

\*60 Days– No Interest

\*90 Days– Interests 2%

\*120 Days– Interest 2% + penalties 6%

\*After 120 days– Debt forwarded to treasury

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### Online Billpay

You can pay your bills online by visiting Pay.Gov or by visiting the Billing Office in person.

Got Questions?

For Help

Please see  
Contact Billing  
Office

Contact Info

Billin Office Phone:

011-39-095 56-4788

DSN: 624-4788

E-Mail:

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