



Madison Emergency Physicians

## Emergency Department or Urgent Care Billing Inquiries

Any patient inquiries regarding billing services by Madison Emergency Physicians should be directed to Martin Gottlieb & Associates at the numbers below for Urgent Care and for Emergency Department professional services:

### **Routine Urgent Care Billing Inquiries:**

Main Billing Number 1-888-680-6124

Urgent Care Supervisor: Jaime Vance | Direct line 904-652-2830 | [jaime@gottlieb.com](mailto:jaime@gottlieb.com)

### **Routine Emergency Department Billing Inquiries:**

Main Billing Number 1-855-647-5584

Emergency Physician Client Support: Betty O'Neal | Direct line 904-559-4325 | [onealb@gottlieb.com](mailto:onealb@gottlieb.com)

**Call Center Hours of Operation:** 7:00am - 5:00 PM CST

### **Billing and Correspondence Address:**

Madison Emergency Physicians

Bin 88276

Milwaukee, WI 53288-0001

Gottlieb & Associates is committed to ensuring that all patient inquiries and complaints are handled in a timely, compassionate, and helpful manner. We will review medical documentation of all inquiries regarding billed charges to ensure the accuracy of the charges. In cases of incorrect billing, we will make the appropriate adjustments and initiate necessary follow up action with the insurance payor. Additionally, Martin Gottlieb & Associates will adhere to its **out of network and hardship discount policy** for complaints regarding out of network, cost of care, or cases of financial hardship. This policy has had very positive results.

We appreciate the value that comes from patients who take the time to share their concerns. These are opportunities to improve our service which is very important to our success. Should you feel an issue has not been satisfactorily addressed, please contact Elaine Ellis, Director of Client Services, at 904-596-2712 or by email at [elaine@gottlieb.com](mailto:elaine@gottlieb.com).