# U.S. Naval Hospital Okinawa, Japan

# Uniform Business Office (UBO)

FAQ for Pay Patients at USNH OKINAWA

# Q1: How do I pay my bill? (NEW)

A1: You may pay your invoice at [https://www.pay.gov/public/form/start/66173688](http://www.pay.gov/public/form/start/66173688).

**\*NOTE**: If you have trouble accessing this site from a government computer, please try a personal computer, iPad, and/or mobile device. Please email us at usn.butler.usnmrtc-okinawa.mesg.collectionoffice@health.mil if you have any questions or concerns.

**\*\*NOTE**: payments must be received by the payment due date. Please contact the UBO Office at the email above if you would like to discuss a payment plan.

# Q2: Does the hospital bill insurance companies now?

A2: Yes. Please ensure you complete and provide Patient Registration a DD2569. This form provides your consent for USNH Okinawa to bill your insurer. Once a response from your insurance company is received, we will “balance-bill” you your copayments, deductibles, or other uncovered amounts. If we do not have your insurance information, a form DD2569 can be downloaded from: <https://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2569.pdf.>

Please follow the instructions on the website and email a completed form to the UBO Department.

# Q3: Why are some bills combined with dependents?

A3: Sponsors will receive their own bills, and spouses will receive their own bills, children will be combined with their sponsor if under 18 but will receive their own bill if 18 or over on the date of service.

# Q4: How can I update my contact information?

A4: Please ensure your address is updated upon departing the island, any invoices that may generate after your departure will be sent to your official address in DEERS. The steps below are how to update your contact information in DEERS. This is easily done with a CAC-enabled computer. Please make sure to update the mailing address[, email, and phone number, and](https://idco.dmdc.osd.mil/idco) do so for all family members.

1. Visit https://idco.dmdc.osd.mil/idco
2. Go to the "My Profile" and click "CONTINUE" under it
3. In the next screen, use the CAC-login
4. Continue and find the "Mailing address" which can be different from the residential address

# Q5: My bill is for a very old date of service. What do I do?

A5: Various factors have unfortunately caused delays in invoices. However, if your insurance company denies a claim based on “timely filing” deadlines, please email a copy of the Explanation of Benefits explaining the denial so we may assist.

# Q6: What is the UBO Office hours?

**UBO Office Hours**: Monday-Friday 0730-1600,

**Customer Service Window Hours**: Wednesday 0800 – 1600

If Wednesdays do not work, please email the UBO so we may arrange a solution that meets your needs. Please email the UBO with any inquiries at: usn.butler.usnmrtc-okinawa.mesg.collectionoffice@health.mil