

Cumulus Hospital - Knowledge Base



About Cumulus Hospital

Cumulus Hospital is a modern healthcare provider in the United States focused on delivering accessible, patient-centered care through digital innovation. With facilities across multiple states, Cumulus Hospital combines advanced medical services with seamless digital experiences.

Mission

To provide accessible, high-quality healthcare through innovation, compassion, and technology.

Vision

To become a leading digital-first hospital system in the United States, transforming patient experiences through connected care.

Objective

To streamline patient interactions such as appointment management, insurance processes, and coverage verification using intelligent contact center solutions.

1. Locations & Facilities

City	State	Address	Services
Las Vegas	NV	123 Neon Way, Las Vegas, NV 89101	Emergency, MRI, X-Ray, General Surgery
San Jose	CA	456 Tech Pkwy, San Jose, CA 95134	Emergency, Ultrasound, Blood Tests
New York	NY	789 Broadway, New York, NY 10001	Emergency, MRI, Oncology, Cardiology
Chicago	IL	101 Windy Dr, Chicago, IL 60601	Emergency, X-Ray, Pediatrics

2. Appointment Information

Patients can inquire about appointment availability, types, and policies.

- Appointments available Monday to Friday.
- Types: General Consultation, Specialist Visit, Diagnostic Testing, Follow-up.
- Same-day appointments may be available.
- Confirmations sent via SMS or email.
- Appointments can be rescheduled up to 24 hours in advance.

3. Insurance Forms

Patients can request insurance-related forms.

Forms:

English:

- Patient Registration Form 2026: https://qaemailmedia.s3.amazonaws.com/ba7f153c-fb89-4dbf-a6f6-2a6628dfde7c/CUMULUSHOSPITAL-PatientRegistrationForm2026_1331756423715328.pdf
- Insurance Claim Form 2026: https://qaemailmedia.s3.amazonaws.com/ba7f153c-fb89-4dbf-a6f6-2a6628dfde7c/CUMULUSHOSPITAL-InsuranceClaimForm2026_1336591159739207.pdf
- Authorization Form 2026: https://qaemailmedia.s3.amazonaws.com/ba7f153c-fb89-4dbf-a6f6-2a6628dfde7c/CUMULUSHOSPITAL-AuthorizationForm2026_1336642403315641.pdf
- Medical Records Release Form: https://qaemailmedia.s3.amazonaws.com/ba7f153c-fb89-4dbf-a6f6-2a6628dfde7c/CUMULUSHOSPITAL-MedicalRecordsReleaseForm2026_847861891615687.pdf

Spanish:

- Formulario de Registro de paciente: https://qaemailmedia.s3.amazonaws.com/ba7f153c-fb89-4dbf-a6f6-2a6628dfde7c/CUMULUSHOSPITAL-FormulariodeRegistroddePaciente2026_1402401353174472.pdf
- Formulario de Reclamo de Seguro 2026: https://qaemailmedia.s3.amazonaws.com/ba7f153c-fb89-4dbf-a6f6-2a6628dfde7c/CUMULUSHOSPITAL-FormulariodeReclamodeSeguro2026_1406017921484141.pdf
- Formulario de autorización 2026: https://qaemailmedia.s3.amazonaws.com/ba7f153c-fb89-4dbf-a6f6-2a6628dfde7c/CUMULUSHOSPITAL-FormulariodeAutorizacion2026_1411974297487471.pdf
- Formulario de liberación de registros médicos 2026: https://qaemailmedia.s3.amazonaws.com/ba7f153c-fb89-4dbf-a6f6-2a6628dfde7c/CUMULUSHOSPITAL-FormulariodeLiberaciondeRegistrosMedicos2026_1412055167694797.pdf

Forms delivered depending on language requested sharing the URL.

4. BCBS Coverage Verification

This section outlines the official Cumulus Hospital Blue Cross Blue Shield (BCBS) coverage. Please refer to the Coverage & Pre-Authorization Matrix below to determine eligibility and authorization requirements.

Policy Code	Procedure	Coverage	Pre-authorization
BCBS-101	MRI	70%	Required
BCBS-101	X-Ray	80%	Required
BCBS-101	Blood Test	90%	Required
BCBS-101	Ultrasound	70%	Required
BCBS-202	MRI	90%	Not Required
BCBS-202	X-Ray	100%	Not Required
BCBS-202	Blood Test	100%	Not Required
BCBS-202	Ultrasound	90%	Not Required
BCBS-303	MRI	100%	Not Required
BCBS-303	X-Ray	100%	Not Required
BCBS-303	Blood Test	100%	Not Required
BCBS-303	Ultrasound	100%	Not Required

5. General Information

Hospital Hours: Monday to Friday, 8:00 AM – 6:00 PM.

Accepted Insurance: Blue Cross Blue Shield (BCBS), Aetna, and UnitedHealthcare.