

Ready to start planning your care? Call us at [800-525-2225](tel:800-525-2225) to make an appointment.

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Memorial Sloan Kettering
Cancer Center

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International patients with questions about insurance or finances can receive personalized attention from our staff of financial counselors.

Request a Consult

Submit an online request for an in-person or remote consult.

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At the Bobst International Center, we understand how important it is to help you plan your expenses. We are committed to helping you understand what to expect financially. We strive to provide you with the most accurate estimate possible. Our patient financial counselors will be your main point of contact for all financial inquiries.

Cost of Your First Appointment

If you are a self-paying patient, you will be asked to pay an initial deposit at least 48 hours prior to being evaluated at MSK. The initial deposit amount is based on your cancer diagnosis. The deposit amount represents the average charge for your MSK doctors to perform an evaluation, conduct the diagnostic tests that are normally performed to confirm a diagnosis, and develop a treatment plan. However, the deposit is only an estimate. You will be billed for the balance of the charges exceeding this amount and reimbursed if charges for the evaluation are less.

Before or after your appointment your MSK doctor may request additional tests. These could include CT scans, MRIs, X-rays, or other procedures. The costs of these tests are not included in the initial deposit. Payment is required in advance for additional services.

Our International Center staff will be able to tell you the amount of the initial deposit in advance of your first appointment.

Cost of Treatment

After your first appointment, we will provide you with an estimate based on the treatment plan recommended by your MSK doctor. Our financial policy requires that this amount be paid in full prior to starting treatment. The estimate is based on a review of the costs incurred by patients who have received the same or similar treatment proposed by your MSK doctor.

We are committed to providing you with the most accurate estimate possible. The actual cost of your care may be higher or lower than the estimate. We understand this can be stressful for you and your family. We encourage you to reach out to your patient financial counselor with your financial questions.

Methods of Payment

We accept payment in the form of major credit cards, traveler's checks, certified checks, and wire transfers. [See our bank wire transfer instructions.](#)

Insurance

Memorial Sloan Kettering works with a limited number of international insurance companies. To find out about possible insurance coverage, contact us at international@mskcc.org or speak with your designated care advisor.

Financial Statements

You will receive two types of financial statements from Memorial Sloan Kettering:

Physician statements cover the care provided by your doctors.

Hospital statements cover all non-physician charges, such as nursing care and facility costs.

Our financial statements provide important details on prior balances, payments received, and new charges for services received. If you have insurance that does not work with MSK, you can submit these statements to your insurance company to seek reimbursement.

Our dedicated team of financial counselors is happy to help you. We can be reached at [212-639-4900](tel:212-639-4900).

Refunds

If the actual cost of your care is lower than the estimated amount you have already paid, you will receive a refund after you have completed treatment and all charges have been finalized.

Refunds will be issued to the original form of payment. If you paid by credit card, a refund will be made to your credit card account within one year of the original charge date. If more than one year has passed, we will send your refund by wire transfer.

Contact Us

Email us at international@mskcc.org.
Call [212-639-4900](tel:212-639-4900), Monday through Friday, 9:00am to 5:00pm, Eastern time.
Or use AT&T Direct Access by dialing the access number for the country you are calling from, then dialing [888-675-7722](tel:888-675-7722). If you need a translator, we will locate one while you are on the line. Or email international@mskcc.org and tell us the language you speak along with the time you wish to call. We will arrange for a translator to be available.

Mailing Address

Bobst International Center
160 East 53rd Street
Rockefeller Outpatient Pavilion, 11th floor
New York, NY 10022

Fax: [212-639-4938](tel:212-639-4938)

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