

PATIENT FINANCIAL RESPONSIBILITY

Recognizing the need for patients to understand what is expected regarding payment of medical services, we have established our financial policy. Some of these items are required by law. It is our goal to remain sensitive to our patients' needs while providing quality medical care. We encourage you to contact our office if a problem should arise regarding your account.

1. **All co-pays and co-insurance required by your insurance company must be paid at the time services are rendered.** We accept cash, checks, Visa, MasterCard, Discover, American Express and CareCredit.
2. **It is the patient's responsibility to be aware of the contract benefits of his/her insurance carrier.** If your insurance requires referrals/pre-authorization for full benefits to be paid, it is your responsibility to verify that the referrals/pre-authorizations are in place prior to your visit.
3. **The facility charge at the surgery center is a flat fee for use.** All supplies are included in this charge except for billable prosthesis, implants, pharmaceuticals, or transplant tissue which are billed as separate charges.
4. **Our facility will file both primary and secondary insurance claims for medical services rendered.** Claims for a third insurance contract will not be filed unless required by our contract with the carrier. We cannot file claims correctly without accurate information from you. Proof of insurance must be presented at each visit.
5. **If you do not have insurance,** payment in full is expected at the time of service unless financial arrangements have been made in advance with our billing department.
6. **You will receive a statement from our office within 45 days of your insurance company's response.** If you are dissatisfied with their payment, please contact your insurance carrier. Payment of the patient's portion of the balance is due upon receipt of the statement.
7. **We are participating providers for Medicare.** This means that we must accept Medicare's allowed charge for the services rendered. Medicare will pay 80% of the approved amount. The patient is responsible for the remaining 20% plus any out-of-pocket deductibles. We will write off the difference between what we charge and what Medicare approves. If you have secondary insurance, we will submit the claim for the remaining balance after Medicare has paid. Please remember that although we accept assignment for Medicare, the patient by federal law, must be held responsible for any portion of the approved amount not paid by Medicare or a secondary insurance company.
8. **Responsibility for payment for services rendered to the child/children of divorced or separated parents** rests with the parent who seeks treatment. Any court ordered judgment must be between the individuals involved, without including our facility.
9. **All accounts that are 60 days or more past due, may be turned over to a collection agency** and High Plains Surgery Center may cease providing services to you.
10. **In the unlikely event your payment is returned unpaid,** we may elect to re-present your payment either electronically (or by paper draft) to your financial institution up to two more times. We may also collect a return processing charge by the same means, in an amount not to exceed that permitted by state law.

It is our hope that you will find this information helpful. If you have questions, please speak with our billing staff at (806) 776 4813 or (806) 776 4814.