



Financial Policy

Advanas Foot and Ankle Specialist believes part of good healthcare practice is to establish and communicate a financial policy to our patients. We are dedicated to providing the best possible care for you, and we want you to completely understand our financial policy. We are committed to your treatment being successful. Please understand payment of your bill is considered as part of your treatment.

Payments:

Payment will be accepted by proof of coverage (insurance), cash, check, money order, Visa, Mastercard, American Express, Discover, PayPal, Care Credit, and HSA. You may also postdate a check or place a credit card on file. Any balance remaining after your insurance has been billed, will be placed on your credit card. Please ask the receptionist for a copy of our Quick Pay Verification form if you would like this option.

Insurance:

Due to the extremely large number of insurance companies, we cannot be acquainted or be in-network with all policies. Your policy is your responsibility to be familiar with, should you have questions, we will be of any assistance possible. We will not accept any Medicaid plans at this time.

The following are common terms associated with insurance:

- EOB – Explanation of Benefits: This is a statement from your insurance company of what they have allowed, paid, or denied.
- Deductible: The amount you are responsible for each year before any payment is made from your insurance company
- Co-Pay: A set fee you are legally responsible for at each office visit or procedure.
- Co-Insurance: A percentage of the services your insurance leaves you responsible for.
- In-Network: We have a contract with your insurance company.
- Out of Network: We do NOT have a contract with your insurance company.

Your insurance policy is a contract between you and your insurance company; therefore, it is your responsibility to familiarize yourself and verify network status with any physician's office you see.

As a courtesy, we will file a claim for you, as long as you provide a current insurance card, and assign the benefits to the organization. Therefore, please have your insurance card every time you visit the office. If the correct information is unable to be obtained at the time of service, it is your responsibility to pay your balance or reschedule your appointment.

You will receive a bill from us once your insurance company has paid, or your claim has been processed and denied. In rare cases, we must resubmit your claim several times, therefore while unusual it could be several months, to a year, before you are billed. Your insurance company may request additional information from you after we have filed a claim. Should information needed not be supplied in a timely fashion, is one way the claim may take longer to process. So please remember it is your responsibility to promptly answer any requests for information from your insurance company. Most insurance companies

will send you an EOB within 45 days. If you have not received an EOB from your insurance company, we encourage you to contact them to determine the status of your claim.

All health plans are not the same and do not cover the same services. In the event your health plan determines a service to be "not covered" or you do not have an authorization, you will be responsible for the complete charge. We will attempt to verify benefits for some specialized services; however, you remain responsible for charges of any services rendered. Patients are encouraged to contact their plans for clarification of benefits before services are rendered.

You must inform the office of all insurance changes, authorization requirements, and referral requirements. In the event the office is not informed, you will be responsible for any charges.

If you have two medical insurance plans, it is your responsibility to inform us which plan is your primary (first), and which is your secondary (second). You must inform us if one or both insurance plans change or are no longer in effect. Please note all billing is done through our billing office located in Sturgis, Michigan. You may receive notice from us or your insurance company with Advanas Foot and Ankle Specialist information.

We understand financial difficulties arise making it impossible to meet your financial obligations. If you are going through financial hardship or need to make payment arrangement, please submit in letter in writing to:

Advanas Foot and Ankle Specialists

Attn: Billing Department

PO Box 730

Sturgis, MI 49091

You may also phone a billing specialist for options available.

Self-Pay:

A minimum deposit of \$200.00 or the actual charge, whichever is less, and any subsequent visit charges are due at the time of service rendered.

Workman's Compensation/Auto Accident Insurance:

If you are here as a result of a work-related injury, we are required to have a letter or statement authorizing your treatment from your employer or Workman's Compensation carrier. The letter should include the claim number, address, adjuster's name, and phone number. Your employer's human resource office should be able to assist you with obtaining this information. Without this information or necessary paperwork, you will not be able to seek care through our office.

Fees:

The fees for evaluation and treatment vary depending upon the complexity of your condition and the treatment required. Services provided by other health care organizations outside of Advanas Foot and Ankle Specialists may charge their own fees. (I.E. Pathology.)

If you would like a copy of our standard fee schedule, please send a written request, with a self-addressed envelope to:

Advanas Foot and Ankle Specialists

Attn: Billing Department

PO Box 730

Sturgis, MI 49091

You will be informed in advance if any procedures requiring prepayment, along with time of payment due.

Other fees that may occur:

- Medical records and duplicates- \$35
- Returning over-the-counter product- varies
- Returning durable medical equipment- varies
- Duplicating receipts or itemized bills- \$25
- Returned checks- \$50
- Surgery cancellation -\$150
- No show to appointments- \$35

Collection:

Due to regulations and changes in the healthcare industry, we are required to secure payment. If your account has no action taken for a period of three months of statements rendered to your last known address, your account is subjected to collections. We take various actions to collect all payments due to our organization as it is part of a successful treatment with us. Collections may include court actions if we have not heard from you and acceptable arrangements are made. The sooner arrangements are made with our billing department, the less cost you are likely to occur. Additionally, notification will be sent by mail, to your last known address. While in collections you may not be able to be seen by our physicians until arrangements are completed.

If you have any questions regarding your treatment, your account, or our office policies, please phone during business hours. Our main concern is taking care of you and your loved ones. Please do not hesitate to talk with our Billing Department or Director of Operations should you find yourself in a situation you feel needs discussed.

Product Return Policy:

Advanas is pleased to be able to offer quality products to patients. Most of our patients often have great success when it comes to using our products. In the case that a patient is not pleased with their purchase or simply wants to return their product, Advanas reserves the right to charge a restocking fee. All products must be unused or defective-free to be returned. No used products will be returned.

Thank you for your continued support.