

ORTHOPAEDIC SPECIALTY CLINIC, PLLC

785 East Holland Road

Spokane, WA 99218

(509) 466-6393

Credit and Payment Policy

It is our goal to provide you the best orthopedic care we possibly can. Please understand that part of your care includes the billing of your insurance-provided we've received the correct and complete information from you.

Please read the following information as it will answer many of your questions regarding our billing policies.

Medicare patients: Please bring a copy of your Medicare card and also your supplemental insurance information. We accept assignment for Medicare and will bill your supplemental insurance-provided we have the information we need. You will be billed for any remaining balance after your insurance plans have processed the charges.

HMO/Managed Care Plans: It is your responsibility to make sure a current referral has been obtained for your care with our office. If no referral has been obtained, your appointment may need to be rescheduled until you have a current referral or you may sign a waiver and be billed for the visit if your insurance denies our charges.

Co-pays: These are to be paid at the time of each visit. Please present your co-pay to our receptionists. If the co-pay is not paid at the time of service, there will be a \$10 billing fee added.

Commercial or indemnity plans: We need a copy of your current insurance card so that we may bill for your visit. It is your responsibility to verify if we are contracted with your insurance carrier. Benefits may vary if we are out of network. Please ask for our billing department if you have any questions or need assistance.

Workers Compensation: Please bring your claim number, date of injury and mailing address of where we are to bill. We also need to know if you have any additional private insurance coverage. Please bring this insurance card with you to your appointment. Your claim needs to be open and valid for the condition that we are seeing you for.

Public Assistance: You need to bring a current coupon with you to each visit. If you have been assigned to another insurance such as Group health, you will need to be sure you have a referral for each visit. We also need a copy of the other insurance card for our records.

Motor vehicle or litigation claims: It is our policy to collect a \$150 deposit for your first office visit. If you need continuing treatment, a minimum of \$20 per visit is to be paid to keep your account current. If you have an attorney, we need their name and address for our records. It is our policy to not wait for settlement for payment of your services. It may be necessary in some cases to file a lien with your attorney to guarantee payment for your services.

No insurance: A \$150 deposit is required at the time of your first visit. If you need continuing treatment, you will need to make a minimum payment of \$20 per visit to keep your account current.

If you need surgery: If the physician recommends surgery, you will talk with our surgery coordinator. She will help you with any specific questions you may have. Provided we have the correct insurance information from you, we will obtain pre-authorization for your surgery if it is needed.

If your child needs care: A parent or legal guardian must accompany patients who are minors for the patient's first visit. This accompanying adult is responsible for payment of the account, according to the policy written above.

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