

Proliance South Seattle Otolaryngology



Patient Financial Responsibilities

Proliance South Seattle Otolaryngology, a division of Proliance Surgeons is committed to providing you with the highest quality medical care. Because patients are ultimately responsible for the charges associated with their care, even when insurance is in place, you may find the following information helpful. We realize you have choices for your medical care and appreciate your choosing Proliance South Seattle Otolaryngology.

Patient Responsibilities

You can help ensure an efficient experience by assisting with the following:

- Providing us with your picture identification, insurance card and Social Security number to enable us to submit your claims timely and accurately
- Knowing your insurance benefits and limitations
- Ensuring there is an authorization for our providers to treat you if it is required by your insurance, including obtaining a referral
- Providing us with copies of any pertinent medical records, including tests (MRI/CT) and x-rays
- Paying your estimated portion of the charges at the time of service
- Paying any additional amount owed when due
- Completing required incident/accident forms within 30 days of date of service
- Maintaining a current account with Proliance Surgeons at all times
- Providing us with at least 24 hours advance notice should you need to cancel or reschedule an appointment

Please note that co-payments, co-insurance and deductibles are a contractual agreement between you and your insurance carrier. We cannot change or negotiate these amounts.

Insured Patients

We will bill your primary and secondary insurance carrier in a timely manner. If you are disputing payment with your insurance carrier or have a balance over \$100.00 with us, you must notify our business office and make payment arrangements.

Office visits may include scopes used for diagnostic purposes, hearing tests, biopsies, excisions of lesions, insertion of ear tubes, which are charges separate from the office visit that are billed separately from the office visit. Charges are not finalized until chart notes are complete.

Co-Pays/Deductibles/Co-Insurance – Please be prepared to pay for your portion of the charges on the date of service.

Surgery – If surgery is indicated, a pre-payment of both physician and facility fees is required for all elective, non-emergent procedures prior to the surgery being performed. Your out-of-pocket cost is estimated based on your benefits and our fees. Anesthesia and other providers are separate fees.

Non-Participating Insurance – If we do not participate in the insurance you have, we will file a claim as a courtesy. All unpaid claims will become your responsibility 45 days following filing and be immediately due and payable.

Uninsured Patients

Visits – Visits must be paid in full at the time of service. In return, we offer you a 20% discount. This discount does not apply in cases of motor vehicle accidents, third party insurance claims or in other cases when the patient may be reimbursed in full. Office visits may include scopes used for diagnostic purposes, hearing tests, biopsies, excisions of lesions, insertion of ear tubes, which are charges separate from the office visit.

Private pay patients who receive retroactive Medicaid coverage need to immediately notify our business office.

Motor Vehicle Accidents (MVA) Insured and Third Party Patients

We do not extend discounts for MVA-insured accidents, third party insurance claims or in other cases when patients may be reimbursed in full. We will bill the MVA insurance carrier one time. The bill becomes your responsibility if not paid by the carrier in 30 days. We regret that we are not in a position to confer with attorneys or defer payment obligations while a case settles. If your personal injury protection benefit on your MVA policy is exhausted, we will bill your private insurance at your request provided we are furnished the necessary information at the date of service.

Workers' Compensation

If your visit is work-related, we will need the case number and carrier name prior to your visit in order to bill the workers' compensation insurance carrier. If your workers' compensation claim is not yet accepted and you have no other insurance, we require a \$200.00 deposit that will be refunded after the claim has been opened.

Billing

Please note that in many instances your visit today could include a charge for more than just an office visit. For most patients your plan requires you pay a co-pay at the time of your visit. You may also receive a bill from our office for an amount that has been deemed part of your deductible or co-insurance amount. These balances are due upon receipt of your bill and may receive a billing fee if not paid within the billing cycle. Many times services rendered in the office, such as scopes used for diagnostic purposes, hearing tests, biopsies, excisions of lesions and insertion of ear tubes are charged separately from the office visit and may be deemed as a deductible or co-insurance item. Your insurance company requires that we bill our services using a coding system known as CPT (Current Procedural Terminology). The scopes and procedures that are rendered are found in the "surgery" section of the CPT codebook and your insurance explanation of benefits may identify items as "surgery". That does not mean we are implying that you had an operation. This is merely the way the CPT book is organized for ease of use by both insurance companies and the physicians. We are providing this information to you to assist with interpreting the billing and explanation of benefits that you may receive. Please contact your health plan if you need further information regarding the way in which they processed your claim.

Other Charges

No Show – Please provide us with at least 24 hours advance notice if you need to cancel or reschedule an appointment. We may charge a fee for missed appointments.

Please provide us with at least 48 hours advance notice if you need to cancel or reschedule an appointment and an interpreter has been scheduled. Otherwise, you may be charged for the interpreter.

Forms – There may be a charge associated with our completion of some forms. We require payment of the charge before returning the completed form to you. A signed Release of Information may also be necessary. Please allow five business days for us to complete forms.

Payment

Payment Options – We accept cash, checks, major credit/debit cards and money orders for payment (no post-dated or third party checks). We charge a \$40.00 NSF fee for any returned checks.

Delinquent Accounts – We charge a 5% interest accruing monthly account management fee on balances over 45 days old. We may assign an account to collections if balances are unpaid after 60 days. Patients assigned to collections may be denied additional service.

Alternative Payment Arrangements – If you are unable to pay your balance when due, please contact our business office to make alternative arrangements. Any patient with a past due amount may be denied additional service until the amount is paid or the patient is complying with an alternative payment arrangement.

Bankruptcy/Prior Bad Debt – Patients who have previously filed for bankruptcy or never satisfied their payment obligations for prior episodes of care with Proliance South Seattle Otolaryngology or other Proliance Surgeons care centers may be required to pay for their portion of new charges at the time of service.

SIGNATURE: _____ DATE: _____

PATIENT NAME: _____ DATE OF BIRTH: _____