

ONslow SURGICAL CLINIC

BILLING AND CREDIT POLICY

Onslow Surgical Clinic is dedicated to providing the highest quality of surgical care. Our doctors and staff are devoted to promoting the patients overall well being by making your experience as stress free as possible. In an effort to facilitate this experience, we have set up several different departments to assist our patients as a team. The billing office hopes the following information will be useful in determining your financial responsibilities.

MEDICARE

We take medicare assignment. That means that we accept medicare rates for services rendered. You are responsible for your 20% co-payment and your annual deductible. We are required by law to collect your deductible and co-payments.

COMMERCIAL INSURANCE

We take all forms of health insurance. We depend upon you, however, to keep us informed of any changes in your coverage.

OTHER CONTRACTED INSURANCE PLANS

We accept many plans. We are contractually obligated to collect your co-payment and any deductible due. Please ask our receptionists or insurance office if we are under contract with your insurance company.

WORKMAN'S COMPENSATION

We will file your workman's compensation. However, it is your responsibility to provide us with the necessary paperwork from your employer.

REFERRAL

It is your responsibility to keep your referral current. We will do all we can to remind you and work with your primary care physician. However, it is ultimately your responsibility to know if your insurance requires a referral and whether or not that referral is current. You will be held responsible for any charges incurred for services rendered while your referral was not current.

PRE-CERTIFICATION

Many insurance companies require pre-certification for treatment. If you are going to be receiving surgery or you will need additional surgery, please check with our insurance office as soon as you know what your treatment is going to be so we can start the pre-certification process at that time. Should pre-certification not be done, you could be responsible for any charges not covered by your insurance company.

PRIVATE PAY PATIENTS

Payment for services are due at the time of treatment, unless prior arrangements have been made with our billing department. We accept checks, cash and MasterCard/Visa. Please talk with Mary Ann Riggs if you have any questions regarding our budget plan or method of payment.

Patient assistance programs are available for uninsured or under insured patients. These programs are based upon need; patients must apply for assistance through our billing department.

PATIENT BILLING OFFICE

Our billing office files your insurance and will also set up a payment plan should you need one. The staff in the billing office will answer any insurance questions or problems you have. They are your financial advocates. It is very important that you notify them of any changes in your insurance coverage. Please feel free to discuss any financial concerns you have with them.

FOR BILLING QUESTIONS, PLEASE CALL MARY ANN RIGGS AT (910) 353-7848