

# PALOUSE



## Surgery Center Billing Policies

Please bring your insurance cards and drivers license with you to your surgery.

1. Patients are responsible to make sure they have pre-authorization from their insurance company if they require it. If you do not know if your insurance company requires authorization, please contact your insurance company or your surgeon's office.
2. Payment arrangements are to be made prior to the procedure.
3. It is the guarantor's responsibility to make appropriate arrangements with the biller.
4. If a bill cannot be paid in full at the time of statement, our payment plan is outlined below. We will have the patient sign a payment agreement.

For accounts that cannot be paid in full within 10 days of the statement date, the following payment plan will be used:

If you owe less than:	Your payment is:		
100.....	25.00	700.....	125.00
200.....	50.00	800.....	150.00
300.....	75.00	900.....	175.00
400.....	85.00	1000.....	200.00
500.....	95.00	1500.....	250.00
600.....	100.00	2000.....	300.00

Palouse Surgery Center will bill your insurance company if the proper identification card is provided. If the claim is a workman's comp claim, you will need to make sure you have a claim number with you.

During the registration process, you will be asked to sign a form authorizing your insurance company to assign insurance benefits to Palouse Surgery Center. Should your insurance company pay you directly, you will need to endorse the payment over to Palouse Surgery Center.

If your insurance company asks for information from you before they will pay the claim, please send that information to them so as soon as possible. If you have not sent the information within 30 days of the date they have requested it, the balance will be turned over to patient responsibility.

Questions regarding insurance coverage or benefits should be directed to your insurance company. Since we do not know what specific plan you are under, we cannot provide you with information regarding your insurance policy.

If you would like an estimate of how much your surgery will cost or how much your out of pocket will be, please contact the surgery center and make sure you know what your benefits are; for example, how much your deductible is and how much you have met and what your coinsurance is. That way, we can give you a more accurate estimate. It is only an estimate since we do not know exactly what the surgeon will have to do.

If you are a self pay patient, payment is due at the time of service. Arrangements must be made prior to the day of surgery.

We do not bill third party insurances. You will be required to pay at the time of service.

We accept payment by cash, check or credit card. We accept Visa®, MasterCard® and Care Credit for credit card payments. Unfortunately, we are unable to accept Discover® and American Express®.

**Why do I get three bills?** You will receive a bill from the physician, surgery center, and anesthetist.

Palouse Surgery Center is a Medicare participating provider. If you are covered under Medicare, Palouse Surgery Center will bill Medicare for your visit. Please provide us with both your Medicare and secondary insurance cards and information. This will enable us to bill your insurance properly.

If your balance is not paid in full by your insurance company, you will receive a statement. If there is no payment made on your balance or you have not contacted our office within 30 days of the statement, you will receive another statement. If you have not made a payment within 30 days of that statement, you will then receive a final notice. If you have not made a payment or contacted us within 10 days of that notice, the balance will be turned over to our collection agency. If you are having trouble paying your bill, please contact our office so this process can be avoided.

Please do not hesitate to call our billing office if you have any questions  
208-883-1500