

# HealthWorks

## Credit & Collection Policy

It is the policy of HealthWorks, to provide the finest quality of health care available. In an effort to make our services available to as many patients as possible on an affordable basis, HealthWorks employs a firm payment policy. This enables us to provide the highest level of care, and be sensitive to cost containment. In an effort to be fair to all patients, HealthWorks has adopted the collection policy outlined below. Please read the policy to learn how the services from HealthWorks will be provided to you in an affordable way.

### NEW PATIENTS

New patients should arrive 20 minutes before their scheduled appointment time to complete the patient information sheet. Please bring photo identification, insurance coverage information, including insurance cards, with you. New patients with insurance coverage are expected to pay deductibles, coinsurance or co-payments or any balance not covered by insurance at the time service is rendered. For your convenience, HealthWorks also accepts MasterCard, VISA, American Express and Discover cards. **If you do not have insurance, and are not on the sliding fee, a minimum fee of \$140.00 will be collected at the time of service. This will be applied toward your visit.**

### ESTABLISHED PATIENTS

Please bring photo identification and insurance cards with you for each visit. Patients who have large bills as a result of continuing medical care and who are unable to make full payment as a result of financial difficulties should contact our billing specialists. We can help work out payment terms to patients in financial need.

### INSURANCE

The HealthWorks physician, physician assistants, nurse practitioners, dentist and pharmacy participate in a variety of insurance plans. It is the patient's responsibility to know the terms of their own plan. HealthWorks will abide by signed insurance contracts as a participating provider. Patients covered under "participating" plans will be responsible for deductible and co-payments in accordance with their specific contracts. For non-participating insurance plans, we will complete necessary insurance forms and mail as a courtesy to you. Please call your insurance company if you have questions about your coverage.

**It is also very important to advise us of your insurance carrier's pre-authorization requirements regarding hospital admission, diagnostic, laboratory or other outpatient testing. We need to be aware of any specific requirements regarding where procedures can be performed according to your insurance carrier's plan. You are responsible for insuring that proper authorization is obtained prior to services being rendered on either an inpatient or outpatient basis.**

We understand that questions may arise regarding your account and these should be discussed with our billing specialist. We will be happy to help you; however the arrangement of the insurance company to pay for medical care is between you and the insurance company.

### WORKERS' COMPENSATION / AUTO ACCIDENTS / THIRD PARTY LIABILITY

Patients are expected to provide the date of injury, claim number, mailing address and phone number to where claims will be sent for payment. You will also need to provide your personal health insurance information if applicable. Doing so will protect you if your claim is denied. We can, in those circumstances, bill your health insurance provider. If you are on an active sliding fee scale at the time of service, HealthWorks can adjust your bill once it has been denied by the carrier to your sliding scale nominal fee. Otherwise, service charges become the responsibility of the patient.

### PAYMENT ARRANGEMENTS

Patients who have established payment arrangements are required to make monthly payments to keep their account in good standing.

### SLIDING FEE SCALE

As a Federally Qualified Health Center (FQHC), HealthWorks is required to provide a sliding fee scale discount to patients who meet the eligibility guidelines. This program assists people who may be unable to afford to see a provider based on family size and income. Sliding fee scale patients are those with household incomes that are 200% or below the federal poverty income guidelines. Households with incomes over 200% of the federal poverty limits will be responsible for paying 100% of the charges. The eligibility requirements are based on the federal poverty guidelines published annually by the U.S. Department of Health and Human Services.

### IDENTITY THEFT PROTECTION

We will be requesting the following information at the time of service: Full legal name of patient/parent, birthdate(s), Social Security number(s), current physical address as well as valid photo identification(s).

### NSF

Returned checks are subject to a minimum fee of \$30.00.

### COLLECTIONS

**Should it be necessary to turn your account over for collection, you will be held responsible for any additional collection, court costs, or attorney fees. Account balances 60 days past due are considered delinquent.**

### LITIGATION

Our services are provided in good faith. The bill is between you and your doctor. For circumstances where you are required to hire an attorney for compensation, we do not accept "letters of protection" from your attorney. We would expect payment in full for services or you would need to contact our billing specialists to work out payment terms. **WE WILL FILE YOUR HEALTH INSURANCE FORMS AS A COURTESY. WE IN NO WAY BECOME INVOLVED IN THIRD PARTY LIABILITY.**

### CHARGES FOR MEDICAL RECORDS

HealthWorks charges \$25.00 for copies of medical records. Records will be mailed within 30 days of receipt of payment.

### SUMMARY

If you have any questions regarding our collection policies, please contact our billing specialists to discuss them. Our representatives are familiar with most of the major insurance carriers and may be able to answer questions regarding your coverage or direct you to people who can do so.

If a problem comes up that you don't anticipate and you are unable to pay your bill, please contact our office at 307-634-7390. This will let us know that you are receiving your bill and are not making efforts to avoid payment.

Thank you for being cooperative in our collection policy and thank you for selecting HealthWorks as your provider of health care services.