

Section 2017

PATIENT FINANCIAL ASSISTANCE, APPLICATION PROCESS, PAYMENT PLANS, DISCOUNTS, CHARITY CARE, & COLLECTION PROCEDURES POLICY

PURPOSE: To inform patients and prospective patients of the surgery center's policies regarding financial assistance, application process, payments plans, discounts, charity care, and collections procedures.

POLICY: Patients may contact Alliance Specialty Surgical Center directly for more information regarding payment procedures, financial assistance, and charity care.
Alliance Specialty Surgical Center, Phone: 386-457-7114, Extension: 2003

PROCEDURE: Personalized Financial Estimate: Upon a patient's request, the ASC and health care providers can provide a more personalized estimate of charges and other information prior to the services; including patients with no insurance. Please note that the payments and payment ranges are an estimate cost that may be incurred. Your actual cost may vary based on actual services rendered.

Financial Assistance: Each patient is expected to pay his/her estimated financial liability on or before the day of service. In the event a patient is unable to pay the estimated liability in full, our surgery center may offer a short term repayment schedule after a minimum down payment is made. For an extended repayment schedule, a patient may need to secure financing with an outside source. Please consult our surgery center's business office for further information, 386-457-7114, Extension 2003.

Charity Care Policy: The facility does not have a charity program or policy in place.

Collection Procedures: As a courtesy to our patients, we will file an insurance claim on behalf of the patient to his/her insurance plan. A patient is expected to respond to his/her insurance plan's request for information timely, as needed, in order to minimize processing delays with the claim. Patients are expected to pay their financial obligations in a timely manner including the estimated portion by the day services are received, and any remaining portion upon finalization of the claim by the payer. Unpaid claims by the payer may result in the account's outstanding balance being fully transferred to the patient for collection.

If needed, the center will attempt to reach a patient by any method available to us to secure payment on the outstanding balance utilizing internal and external resources. If the account becomes delinquent, it may be placed with an attorney or agency for collection in which their fees and expenses may be the obligation of the patient.

Services may be provided in this health care facility by the facility, as well as, by other health care providers who may separately bill the patient and who may or may not participate with the same health insurers or health maintenance organizations as the facility. Patients and prospective patients may request from this facility and other health care providers a more personalized estimate of charges and other information, such as billing practices. Patients and prospective patients should contact each health care practitioner who will provide services in this surgery center to determine the health insurers and health maintenance organizations with which the health care practitioner participates as a network provider.