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BILLING THE PATIENT POLICY

Purpose:

This is a professional office that renders quality care to patients. Our duty is to preserve the dignity and confidentiality of our patients while receiving appropriate payment for the medical care we have provided. The following details this practice's procedures regarding patient billing. This policy is intended to comply with the provisions of Texas Occupations Code Chapter 101.

Policy: Office Visit at River City Pain Clinic

- Payment is expected at the time of service unless arrangements have been made prior to treatment.
- Tejas Anesthesia, P.A. will file insurance claims for services rendered, but patients are not relieved of responsibility for payment because they have insurance unless a managed care contract prohibits billing the patient.
- Patient must pay copays or deductibles before surgical procedures are performed and at the time that office services are rendered
- This practice keeps its agreements and will not bill or charge patients when our contracts do not permit it.
- Complaints related to billed charges shall be directed to the Billing Director for resolution.

When Patients Are Billed:

- Tejas Anesthesia, P.A. will honor any request a patient makes to use an alternative billing address, but any patient making such a request must provide a suitable alternative for billing purposes.
- After Tejas Anesthesia, P.A. receives payment from the insurance company; this office will reconcile the explanation of payment, and then bill the patient for the unpaid amount unless a contract or governmental agency prohibits it.
- Patients will be billed (when an insurance carrier contract does not prevent billing) when a claim is denied due to benefits limits, services are not covered, patient ineligible, or when there is still a patient responsibility balance on the account.

Past Due Accounts:

- Tejas Anesthesia, P.A. will turn any unpaid accounts over to an outside collection agency.
- Tejas Anesthesia, P.A. does not charge interest for amounts past due and left unpaid by a third-party payor.