



PATIENT FINANCIAL POLICY

As health care providers we are committed to providing our patients with the best medical care possible. As a business, we are committed to providing a streamlined fiscal process that allows our patients to clearly understand their financial responsibility. Our Business Office is available to assist you if you have any questions at the following number 320-202-5519.

Identification

Current insurance card and photo identification must be presented. If the patient cannot present a valid insurance card at time of service, the patient will be considered a private pay patient.

Due to frequent changes in insurance plans and the benefits offered under those plans, our staff is required to review and update primary and secondary insurance information monthly. If the current insurance is unverifiable, we will move forward with private-pay fees. Failure to provide current and up to date insurance information or failure to respond to insurance requests in a timely manner will result in the patient being responsible for services rendered.

Patient Billing

- It is the goal of St. Cloud orthopedics to bill insurance claims as appropriate and on a timely basis. St. Cloud Orthopedics will send statement and/or provide notifications to patient for any outstanding balances and with help patients resolve them by discussing payment options.
- All patients are given the opportunity to contact St. Cloud Orthopedics regarding payment arrangements.

Co-Payments

- Insurance companies require that co-payments are collected prior to services rendered.
- Co-payments may vary dependent upon services provided and are patient responsibility.

Co-Insurance and Deductible

- Coinsurance and deductible amounts are patient responsibility
- If a surgical procedure is required, all patients will be asked to pay the estimate in full before services are rendered.

Private-Pay Patient

- A deposit of \$150.00 is required for initial services, and a payment plan with the patient's credit card on file is required for all follow-up visits.
- If a surgical procedure is required, all patients will be asked to pay the surgical estimate in full before services are rendered.

Managing your insurance

- Patients are responsible for knowing the rules of their insurance policy (e.g. precertification, Durable Medical equipment and supplies, injections, and Rehabilitation). In the event of payment denial due to noncompliance, the balance will be patient responsibility.
- We recommend the patient contact their insurance company prior to any services rendered, so the patient may understand their allowable benefits.
- The patient is responsible for informing St. Cloud Orthopedics of any insurance policy changes.
- As insurance companies use disclaimers when providing benefits to us, St. Cloud Orthopedics is not responsible for any inaccurate or undisclosed information from insurance companies. This includes **Pre-certification** of services required.

Referrals

- If the patient's insurance company requires a referral and/or authorization, the patient is responsible for having their Primary Care Physician send a referral to our office **prior** to the appointment. If a valid referral is not obtained, the patient has the option of rescheduling the appointment or paying for the visit at the time of service. Referrals cannot be backdated for services already rendered. Patients will be responsible for any charges related to no authorization or referrals on file.

Credit Card on File Requirement

- To help manage patient balances as well as to make payment more convenient for you, St. Cloud Orthopedics requires each of our patients to maintain a securely stored credit, debit or HSA/FSA card with our office.
 - This card will be used to pay future balances or copays.
 - This card will be used when a payment plan has been agreed upon.
 - Your card will be encrypted and not stored onsite.
 - The card agreement will be valid for 1 year.
 - The patient will be contacted prior to their card being charged.
 - The patient may cancel this agreement at any time.
 - To dispute any charges, contact our Business Office at 320-202-5519

Statements and Payments

Statements

- Balances are due upon receipt of the statement.

Collection balances

- At least 3 statements for collection of account balances are mailed to patients to the current address on file. It is the patient/guarantor's obligation to provide a correct mailing address at the time of service upon moving.
- With billing statements, letters, phone calls and other approved means of communication, St. Cloud Orthopedics will take diligent follow up action to contact patients to resolve outstanding balances within 90 days. If accounts are not resolved at the conclusion of the billing statement process, qualifying outstanding balances may be referred to a third-party collection agency.

Due to contractual obligations with insurance companies St. Cloud Orthopedics does not negotiate discounts on Deductible, Coinsurance, or Co-payments

Payment Methods

- We accept all major credit cards, debit cards, checks, money orders, cash, Electronic check transactions, Care Credit, HSA, and FSA Cards.

Returned Check Fees- a fee of \$30 will be charged for all returned checks

Cancellation/No-show Policy

- If you need to cancel your appointment, please call us at least 24 hours in advance. We appreciate as much notice as possible.
 - Patients with three cancellations and/or no-shows cannot schedule future appointments unless deemed medically necessary.

I agree to pay for all my services furnished to me by SCOA, including, but not limited to, charges that are not paid in full by my insurance, government program benefits or other third-party payors, upon receipt of a statement, except as prohibited by SCOA's contract with my health plan or applicable law. I also agree to reimburse SCOA for all costs it may incur in collecting such amounts, including, but not limited to, Attorney's fees and collection agency fees. I have received a copy of SCOA's credit policy and agree to its terms.