

First Urology, PSC

Notice of Financial Responsibility

Thank you for choosing First Urology, PSC, for your health care needs. The patient financial policy has been developed to assist in answering questions regarding patient and insurance responsibility for services rendered. Your understanding of and compliance with our patient financial policy is important.

Please read the policy below and if you have any questions call the Insurance department at (812) 206-8188.

Proof of Insurance

All patients must complete our patient information form before seeing the physician. It is your responsibility to ensure that we have your correct information and an up-to-date copy of your insurance card.

Updated Change of Information & Coverage

We will ask you to update this whenever you have a change in address, employment, insurance, etc. However, it is your responsibility to make us aware of these changes in a timely manner. If you fail to provide us with the correct updated information, you will be responsible for the entire cost of the services rendered and immediate payment will be expected.

Co-payments, Deductibles & Co-insurance

All co-payments, deductibles & co-insurance must be paid at the time of service. Payment is part of your contract agreement with your insurance plan. Our failure to collect payment may be a violation of billing compliance.

Non-covered Services

Please be aware that some or perhaps all of the services you receive may not be covered by your insurance plan. You will be responsible for any non-covered services. It is also important to ensure your insurance is participating with First Urology. You will be responsible for services if your insurance is not participating.

Referrals

Some insurance plans require a referral from a primary care physician to obtain services of a specialist. These health plans will not pay for services rendered without a referral. It is *your* responsibility to obtain a referral prior to treatment.

Authorizations

Obtaining a prior authorization for services is not a guarantee of payment of benefits. A prior authorization means that the information given at that time meets the medical necessity for the services but is not a guarantee of payment. Your insurance plan will confirm to you that even though the services may be authorized, the services may not be covered under your plan and a decision for payment will not be rendered until the claim is submitted.

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Claims Submission

We will submit your claims and assist you in any way we can to help get your claims paid. Your insurance plan may request information directly from you. Your failure to timely comply with your insurance plan's request may result in your claim denying and if so, will result in our seeking full reimbursement from you for services rendered. Your insurance benefit is a contract between you and your insurance plan.

Fraud laws prohibit us from changing your procedure and/or diagnosis codes "just to get your claim paid." In addition to charges related to your office visit, there may be separate charges for professional services rendered by other, non-First Urology, PSC providers. For example, if your urologist orders additional diagnostic imaging or laboratory testing, there may be separate charges from the organizations rendering those services.

Surgical Fees

We will contact your insurance company to determine insurance benefits prior to any scheduled surgery. Our business office will contact you prior to your surgery if you have any out-of-pocket expenses (deductibles, coinsurance, etc.) that may be your responsibility. While we make every effort to get up to date out-of-pocket costs from your insurance company, the amount quoted is subject to change in accordance with your insurance benefits. Payment of these fees are expected prior to time of service, unless other arrangements have been made with the business office.

Non-payment

Once insurance has processed your claim and there remains a patient balance due, you will receive a statement from our vendor, Millennia (from MPS). Millennia (from MPS) will assist you with establishing a payment plan if you are unable to pay in full. Please be aware that if a balance remains unpaid, we reserve the right to turn your account over to a collection agency. Questions for Millennia (from MPS) can be directed to (800) 423-5083.

Payment Methods

We accept cash, personal check, money order, cashier's check, MasterCard, Visa and Discover as payment for services rendered.

Returned Checks

A returned check fee of \$30 will be added to your account for every check returned.

No Show Policy

If you are unable to keep your appointment, please let us know as soon as possible so we can offer that appointment time to another patient. We reserve the right to charge a fee for appointments not cancelled at least 24 hours in advance.

Consent to Telephone Calls

If at any time you provide a telephone number at which you may be contacted, you are consenting to receiving calls or text messages. In this section, calls and text messages include but are not restricted to pre-recorded messages, artificial voice messages, automatic telephone dialing services, or other computer assisted technology, or by electronic mail, text messaging including contractors and collection agencies.