

HealthWorks

Credit & Collection Procedure

It is the process of HealthWorks to provide quality health care. To make our services available and affordable to as many patients as possible, HealthWorks employs a firm payment procedure. This allows us to provide the highest level of care and be sensitive to cost containment. To be fair to all patients, HealthWorks adopted the collection process and procedure outlined below. Please read below to learn how the services from HealthWorks will be provided to you.

NEW PATIENTS

New patients should arrive 15 minutes before their scheduled appointment time to complete the patient registration forms. Please bring photo identification and 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 of service. For your convenience, HealthWorks accepts MasterCard, VISA, American Express and Discover cards. We do not accept CareCredit. **If you do not have insurance, and are not on the sliding fee scale, a minimum fee of \$221.00 will be collected at the time of service. This will be applied toward your visit. You may be billed additional charges based on the services provided to you during your visit. You will be required to sign a self-pay agreement upon check-in.**

ESTABLISHED PATIENTS

Please bring photo identification and insurance cards with you for each visit. 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. We do not accept CareCredit. **If you are uninsured, and not on the sliding fee scale, a minimum fee of \$140.00 will be collected at the time of service. This is applied toward your visit. You may be billed additional charges based on the services provided to you during your visit. You will be required to sign a self-pay agreement upon check-in.**

Patients with large bills as a result of continuing medical care, who are unable to make full payment due to financial difficulties should contact our case management department to discuss community benefits and resources that may be available to you. You may also contact our billing specialists to discuss a payment plan. Payment plans are based on financial need.

INSURANCE

The HealthWorks physician, physician assistants, nurse practitioners, behavioral health therapists and psychiatric 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 important to advise us of your insurance carrier's pre-authorization requirements regarding dental, 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 you may have questions about your account; please contact our billing specialist. If you have questions

regarding your insurance coverage, please contact your 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 may be sent for payment. Provide your personal health insurance information if applicable. This 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. HealthWorks does not engage in litigation for third party liability.

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. To qualify, the household income must be 200% or below the federal poverty income guidelines. Financial households over 200% of the federal poverty limit are responsible for paying 100% of the charges if self-pay and the patient responsibility if insured. **If on the sliding fee scale, patient responsibility is collected at the time of service.** 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 request the following at time of service: full legal name of patient/parent, birthdate(s), social security number(s), current physical and mailing addresses as well as valid photo identification.

NSF

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

COLLECTIONS

Should it be necessary to turn your account over to 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 provider. For circumstances where you are required to hire an attorney for compensation, we do not accept "letters of protection" from your attorney. Payment is due in full for services. You may contact our billing specialists to work out payment terms if there is a financial need.

CHARGES FOR MEDICAL RECORDS

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