

Billing and Payment Policies:

The insurance and billing process can be confusing. Each person's plan can vary from one patient to the next with each plan having its own benefits or exclusions.

It is your responsibility to contact your insurance company to verify your participating provider network. You should also be aware of the specific benefits or exclusions that pertain to your plan. The customer service number for your insurance carrier can be found on your ID card.

After we receive your scheduling and insurance information from your physician's office, Children's North Surgery Center will contact your insurance carrier and verify eligibility and medical benefits for services at our ambulatory surgery center.

If a co-pay or deductible payment is required you will be contacted by our office. This payment is due on or before the date of service. We will make every effort to work out payment arrangements prior to your date of surgery. ***We accept cash, VISA, MasterCard, and Discover payments. A check is accepted if the amount is \$500 or less. Amounts over \$500 must be in the form of a cashier's check or money order.***

If Children's North Surgery Center does not participate in your insurance plan, ***you can still receive services here. However, your insurance company will consider our services as "out of network", and you may be responsible for paying more of the bill.***

Preparing for Your Visit

Please bring these items with you to the ambulatory surgery center:

- Insurance cards;
- Valid driver's license or state identification card;
- Payment for your co-pay, deductible, and any services that are not covered by your health insurance plan

Self-Pay

Self-pay patients are expected to pay in full prior to any scheduled service. Where possible, we will estimate the required payment when you schedule your service. Please contact our business office directly at 720-777-9545 for price estimates.

Physician Bills

You will receive separate bills from the physicians (surgeons, anesthesiologists, etc.) involved in your care. If you have questions or concerns about those bills, call the physician's office or the customer service telephone number on your insurance card.

Keeping Records

It's your responsibility to ensure that your health benefit plan meets its obligations to you and pays everything it should. An important step in doing that is to keep every healthcare (and physician) bill you receive. Likewise, keep all the documentation sent by your health insurance plan. In this way, you can compare the payments made by your insurance company against your health benefit plan.

Questions about Your Bill?

If you have questions prior to your date of surgery or procedure, please contact the business office at 720-777-9545.

If your questions pertain to a visit which has already taken place, please contact our billing service (PINNACLE III's Specialty Billing Solutions) directly at 877-852-7552. Please specify your surgery center as Children's North Surgery Center to ensure you are connected to the correct representative.

Information about Billing Procedures

Using information obtained from your surgeon's office, our business office staff will call your insurance company prior to surgery to verify your medical benefits for our facility charge. ***We will secure any information regarding co-payments, coinsurance, and/or deductible amounts that will be your responsibility.*** Payment of your share of charges is expected in full prior to or on the day of your procedure.

Your insurance company will receive a bill for the services provided by Children's North Surgery Center. This covers your preoperative evaluation, most supplies and medications, equipment, personnel, and use of the operating and recovery rooms.

If you have no insurance or if you're insurance does not cover the procedure to be performed, ***please make arrangements to pay the Surgery Center facility fee before or on the day of the surgery.*** For your convenience, we accept cash, personal checks and Visa/MasterCard.

In addition to the facility fee charges, you will/may receive separate bills for the following services: Your Physician or Surgeon, Anesthesia (if you received general anesthesia or it was necessary for a nurse anesthetist or an anesthesiologist to be available for your procedure), Laboratory tests, if they were required by your physician, and/ or Pathology, if tissues or specimens were removed during surgery. Any questions regarding these services should be directed to the billing offices of the appropriate provider.

Our business office staff will be happy to answer any questions you may have regarding insurance coverage or billing procedures if you call 720-777-9545.