

## FOX VALLEY SURGICAL ASSOCIATES FINANCIAL POLICY

*Thank you for choosing Fox Valley Surgical Associates for your surgical and medical needs. Our Patient Financial Policy is provided to you to reduce confusion and explain our expectations regarding payment for the services we provide.*

- 1) **All copays are due at the time of service.** We will also collect all previous outstanding patient balances at the time of your visit. If you do not have insurance coverage, you will be asked to meet with our business office staff to discuss payment arrangements. We accept cash, check, VISA, MasterCard and Discover. There is a \$35.00 fee assessed for all checks returned unpaid.
- 2) Please remember your insurance policy is a contract between you and your insurance company. As a courtesy to you, we will file your insurance claim after your visit or procedure. It is important we receive your correct insurance information from you prior to submitting your claim.  
**\*\*\*If you are filing a worker's compensation claim or you have had an accident, please bring all your filing information with you or call 920-731-8289 with the name of the insurance company, claim number and date of injury.**
- 3) It is your responsibility to inform us, in a timely manner, of any changes to your billing and insurance information. **Please be aware there is a time limit on how long we have to file insurance claims. If we miss the deadline because you did not provide us with the correct information, you will be responsible for payment in full.**
- 4) Fox Valley Surgical Associates participates in many, but not all, insurance plans. **It is your responsibility to contact your insurance company to verify we participate with your plan.**
- 5) Spend some time reviewing your health insurance policy. **Be aware of authorization and referral requirements.** Your policy will outline co-payments, co-insurance and deductible amounts. Contact your insurance company with any questions you may have about your policy.
- 6) We may need your assistance with your insurance company if your bill has not been paid in a timely manner. **Please carefully read your explanation of benefits letter you receive from your insurance company.** They may be asking you for information about your claim. Please respond in a **prompt** manner to allow your claim to be processed without delay. If your insurance company does not pay within a reasonable period of time, we will transfer the balance to your responsibility.
- 7) If you have an outstanding balance of over 60 days old and have failed to make payment arrangements with Fox Valley Surgical Associates, your account may be turned over to an outside collection agency. If you have established a payment plan and fail to make the agreed upon payments, your account may be turned over to our collection agency.
- 8) Our Business Office Representatives are available Monday through Friday from 8:30 am to 5pm. Please call **920-731-8289** with any questions or concerns you may have concerning your account. Also, you may leave a message in our voice mail system at any time and we will return your call within 1 business day. When you call, please have your account number ready which is located in the lower right hand corner of your statement.

*Fox Valley Surgical Associates understands the cost of healthcare is a key concern for our patients. We hope that you will assist us by understanding your responsibility as it relates to your account. Thank you!*