

ORCHARD SURGICAL CENTER BILLING PRACTICES

Dear Valued Patient:

Thank you for choosing the Orchard Surgical Center (OSC) for your healthcare needs. We strive to provide the highest level of care, and also make your billing process as easy as possible. The billing process can be very complex, so we would like to let you know what you might expect. If you are unable to bring your complete insurance information on the day of your surgery please call our billing department at (603) 401-6466 prior to the day of surgery.

Payment Process

When your procedure is scheduled by your physician at our center, we will request insurance information as well. Someone from our billing department will contact your insurance company to verify benefits. We will attempt to determine your financial responsibility at that time and notify you of that determination. If it is determined that you are to be responsible for a co-pay or deductible, we will ask that you be prepared to pay that when you come for your procedure. After your procedure is performed, a claim for the facility fee will be sent to your insurance company. Your insurance company may contact you for more information. Your quick response to their questions will ensure timely processing of your claim. It can take up to 45 days or more for your insurance company to process your claim. After we receive payment, we will provide you with a statement showing any amount due from you or owed to you, if we owe you money, a check will be included. If you did not follow your insurance plan's terms, they may not pay for part or all of your claim. You will be notified if your insurance carrier does not pay your claim on a timely basis. Please keep in mind that you are responsible for ensuring any necessary pre-authorization for your procedure has been obtained by your surgeon's office. As a reminder, your policy is a contract between you and your insurance company. You will be obligated for payment of applicable deductibles, co-payments and payments for non-covered services.

By agreeing to this policy, you will authorize the OSC and any physician providing care to you, including but not limited to anesthesia providers, to release any medical information necessary to file a claim and for payment of benefits directly to OSC, and authorize assignment of payment of authorized benefits (including Medicare) to be made on your behalf to OSC or any physician providing service to you.

Other Bills

In most cases, OSC will only bill for your facility fee. Your surgeon and anesthesiologist will bill their professional fees separately. If laboratory, pathology or DME services were required, those providers will also bill for their fees separately. If you have questions about those bills kindly call the telephone number provided on those statements

If specimens are obtained, it is your responsibility to advise us prior to the day of surgery if your insurance company requires your specimen be sent to a specific in-network lab.

Customer Service

We are pleased to answer any billing questions you might have. You can reach a billing representative at (603) 401-6466 Monday through Friday from 8:00am – 4:00pm.

FREQUENTLY ASKED QUESTIONS

Why am I receiving a bill when my insurance company told me my procedure was “covered”?

The procedure you had may be a procedure typically covered by your insurance company, but may not be covered under your specific plan. When an insurance company tells you a procedure is “covered” this does not mean reimbursement is guaranteed. Coverage varies by plan. Even though a procedure is “covered” it may still be subject to deductible and co-payments.

Why didn’t my insurance company pay the entire amount billed?

Your insurance company may determine that a portion of the bill is due from you. Deductibles, co-payments and items and services not covered under your particular plan are your responsibility.

When is my payment due to the OSC?

Payment for your portion of your fee is due in full on the day of your procedure. If you are unable to pay your bill in full please call our billing department to discuss options available to you.

Why am I receiving bills from other providers?

Physician fees, lab services, anesthesia services, durable medical equipment (such as braces) and pathology services are all billed separately by those providers. Surgical implants may be billed by another provider, as is dictated by your insurance company.

**ONCE AGAIN, THANK YOU FOR CHOOSING ORCHARD SURGICAL
CENTER, WHERE COST AND CARE MATTER.**