

Introduction

Thank you for choosing Iowa Orthopaedic Center, P.C. (IOC) as your healthcare provider. We are committed to the successful treatment of your medical condition, and ensuring that you clearly understand that our Financial Policy is important to our professional relationship. Please understand that payment of your bill is considered part of your treatment. If you have any questions regarding this policy, please feel free to contact our billing department at 515-282-5288.

Patient Responsibilities

- **ALL PATIENT AMOUNTS DUE, INCLUDING CO-PAYMENTS, CO-INSURANCE AND DEDUCTIBLES, ARE DUE AT THE TIME OF SERVICE**
- **IF YOU DO NOT KNOW YOUR CO-PAY YOU MAY USE OUR PHONE TO CONTACT YOUR INSURANCE COMPANY AND FIND OUT**
- **YOU ARE ULTIMATELY RESPONSIBLE FOR PAYMENT OF ALL SERVICES**
- **WE MUST HAVE A COPY OF YOUR CURRENT INSURANCE ID CARD**
- All patients must complete the IOC “Patient Information Sheet”, and other forms important to your treatment, at the time of registration
- Please notify us immediately of any changes in your insurance information or coverage

Payment for Services

- We accept cash, check, debit card and all major credit cards as payment for services
- Full payment is due on or before the time of service for self-pay patients, or if insurance information (and copy of insurance card) have NOT been provided
- For cases in which we bill insurance directly, it is your responsibility to know what your insurance company covers through your policy. Our office does not assume any responsibility for denial of any or all parts of your claim by any insurance company. If payment is not received from the insurance carrier or other responsible party within 90 days, you acknowledge that we have the right to bill you directly
- To accommodate those in need, we are willing to work with patients to establish a mutually agreeable payment plan for services provided. All arrangements need to be approved in advance by our billing department. Regular agreed upon monthly payments must be received to keep your account current

Other Important Considerations

- Please provide at least 24-hours’ notice when requesting copies of medical records or x-rays. There will be a nominal administrative fee charged for these activities
- If you require STD, LTD and FMLA documents be completed by our office, please note that it takes 7-10 working days to complete these forms. There will be a nominal administrative fee charged for these activities
- Please provide at least 24-hours notice when canceling an appointment

UCR (Usual and Customary Rates)

We are committed to providing the best treatment possible for our patients and we charge what is usual and customary for our area.

Medicare

We accept Medicare assignment. As a Medicare patient, you are responsible only for the difference between Medicare's approved charge and the amount Medicare pays, your deductible and charges for any service not covered by Medicare. If you have supplemental insurance, we will bill your insurer directly for you. You will receive a bill after your insurance has paid.

HMO/PPO

Your insurance policy is a contract between you and the insurance company. We are not a party to that contract. Please be aware that some, and perhaps all, of the services provided may be non-covered and not considered reasonable and necessary under your insurance plan. We are a member of most, but not all, insurance plans. You are responsible for verifying that we are an in-network provider under your plan. If you are an HMO member, you will not be billed as long as you have obtained the necessary referrals. All patients will be responsible for their co-payments, co-insurance and deductibles as applicable and as long as they have verified with their insurance company that our physician is in their plan.

Additional Testing

If laboratory tests, pathology services, or other consultations are necessary to aid us in determining a diagnosis, these will be billed your insurance company directly. It is your responsibility to inform us before processing if your insurance limits your laboratory, pathology or consulting physician services access.

HSA (Health Savings Accounts)

If you have an HSA, a deposit of services is due at the time of service. The deposit will be based on the specific services performed. We will file the charges with your HSA and reimburse any credit amount to you.

Workers' Compensation

If you are here as a result of a work-related injury, we will require information regarding your health insurance, or employer and your employer's Workers' Compensation insurance. We will also need to verify that your employer assumes responsibility for charges incurred. If we cannot verify employer responsibility or we are unable to obtain information on your employer's Workers' Compensation insurance, as a courtesy we will bill your health insurance carrier.

Accident Claims

If you are here as a result of an accident claim, we will require information regarding your health insurance and accident location. Iowa Orthopaedic Center, P.C. will not file claims with a third party payer. It is your responsibility to contact your health insurance carrier to provide accident details and request subrogation. If you do not wish to file this claim to health insurance you will be billed as self-pay and it is your responsibility to collect reimbursement from the Third Party Payor. If payment is not received from your health insurance carrier within 90 days, we have the right to bill you directly.

Missed Appointments

Please help us serve you, and all IOC patients, better by keeping scheduled appointments. If you need to cancel, please call at least **twenty-four (24) hours in advance** to cancel an appointment.

If the IOC office bills your insurance company as a courtesy, you must submit information as needed to guarantee payment for services rendered to you. You are ultimately responsible for payment of all services.