



Billing Process and Collection Policy

Billing Process

The administrative staff or practitioner will provide the patient with information regarding their treatment as early within the process as possible:

- Total cost and specific codes of the orthosis
- Orders MUST be canceled within 24 hours of signing the Patient Treatment Plan, or the patient is responsible for payment regardless of whether the product is delivered.

It is the responsibility of the patient to understand their insurance coverage and provide the necessary documentation to aid in the insurance collection process. The patient can use specific codes regarding the product design to contact their insurance company regarding coverage and benefits.

****DEDUCTIBLES AND COINSURANCE ARE DUE AT THE FITTING APPOINTMENT****

Balance Resolution

Orthotic Care Services, LLP is willing to work with each patient to resolve the patient's remaining balances. There are options for patients whose income and assets do not allow full payment of services upon receipt of the initial invoice:

- Credit cards through VISA, MasterCard, and Discover (American Express, cash, and checks are not accepted.)
- 50% will be due at the fitting and the remaining amount divided out over three months
- Outside grant/financial hardship relief for those who qualify

Discounts

To help our self-pay patients, Orthotic Care Services, LLP maintains a Self-Pay Fee Schedule discount program. This program is to help defray the high costs of medical care for the uninsured. Please note the discount program is offered to uninsured patients only. We do not discount balances after insurance, copays, deductibles, or coinsurance.

Collection Policy

It is the policy of Orthotic Care Services, LLP to pursue the collection of patient balances from patients. Collection procedures will be applied consistently and fairly for all patients regardless of insurance status. All collection procedures will comply with applicable laws.

After all reasonable collection and payment options have been exhausted, collection agencies may be enlisted. All collection fees incurred by Orthotic Care Services, LLP will become the patient's responsibility. All agencies will meet all HIPAA requirements for handling personal information.

Equal Opportunity

When making decisions throughout the billing and collection policy, Orthotic Care Services, LLP follows all applicable federal, state, and local laws prohibiting discrimination.

Please call 612-871-1480 for questions regarding this policy.