

# Willowbend Surgery Center

## FINANCIAL INFORMATION

- Please note the fee for the surgery center, the surgeon, and the anesthesia provider are separate. You may also receive a separate bill for specimens and cultures sent to the lab.
- Willowbend Surgery Center will collect a \$250 surgery deposit prior to surgery. To receive full credit for your deposit, please notify our office at least **TWO WEEKS** prior to your scheduled procedure date if you need to reschedule. We understand that a personal situation can arise unexpectedly, and you may reschedule your surgery without penalty, however patients providing less than one-week notice will incur an administration charge of one half of their original deposit (\$125.00). The remaining will be credited toward the rescheduled surgery.
- If you cancel without rescheduling less than 14 days prior to surgery your deposit will NOT be refunded.
- Once scheduled please allow our surgery scheduler time to communicate with your insurance company to provide you with the most accurate fees that may be associated with your surgery.
- If your coverage requires a referral, obtaining the referral is ultimately the patient's responsibility. Please call your primary doctor ahead of time to obtain your referral to avoid delays or having to reschedule your appointment.
- You will be asked to pay deductibles, co-pays, non-covered services, and estimated co-insurance prior to your surgery. We will collect fees based on the information we gather from your insurance company.
- **Uninsured and or cash patients** will be required to pay for ALL services by the day of surgery.
- Each patient's financial responsibility is dealt with on a case-by-case basis. If Willowbend Surgery Center is an out of network facility for your insurance, we will explain how fees will be applied through your commercial insurance.

We would like to take this opportunity to provide you with a summary of our billing and collection practices for commercial health insurance accounts:

- After the insurance company has paid its portion and after Willowbend Surgery Center has exhausted all available options to collect the insurance company's portion of the amounts due, the account is adjusted to reflect the insurance's explanation of benefits (EOB).
- At that point, we send you a statement for patient financial responsibility.
- We use all information available to us to administer claims and send invoices that are consistent with your plan's benefits.