



UNDERSTANDING YOUR INSURANCE

Insurance billing and processing can be confusing at times - some insurance companies more than others. We will file your insurance in an effort to assist you in receiving the health care that you need and desire with the minimal out of pocket expense. Additionally, if you ever have any questions regarding the **explanation of benefits** forms (EOB) that you receive from your insurance company please let us know and we will make sure that one of our insurance specialists takes time to assist you.

There are several things that are common to many insurance plans that, as our patient, we feel you should be informed on:

Deductibles

This amount is typically renewed every year and must be paid before your insurance company will begin rendering payments for the services you receive. Simply put, your insurance company will return the first bills, up to the deductible amount, to the provider with instructions to collect that amount from the patient. If you have not paid toward your deductible this year or still have part of your deductible remaining, you will be responsible for that amount.

Co-payments

We are required by the insurance companies to collect your co-payments at the time of services. If the treatment plan recommended by the doctor and accepted by you requires multiple visits during the week, you may choose to pay those co-payments in advance if it is more convenient.

Percentage co-insurance

Similar to deductibles, this is a portion of your care that your insurance company requires be collected directly from the patient. You may elect to pay that estimated amount at the time of services or you may choose to make a pre-payment or post-payment week if such an arrangement is more convenient.

Estimated payments

Under guidelines from the Texas Department of Insurance, we are only allowed to maintain one fee schedule. Therefore, billing for services is the same to all insurance companies. However, in this day of managed care, there are numerous contracts and sub-contracts that may ultimately affect the amount that you are required to pay. All percentage estimates are based on our basic fee schedule. However, there are cases in which the "contracted rate" will be less than our fee schedule. Any discrepancies in the amounts would be reflected on the **explanation of benefits** (EOB) you receive from your insurance

company. Any discrepancies in relation to this percentage would be in the patient's favor and would actually reduce your balance. As soon as we receive the (EOB's), and the payment(s) are posted, adjustments will be made to your account. Please keep in mind that we will receive your (EOB's) days to weeks after you receive them. Upon adjusting your account, you are entitled to a refund or you can apply any credit to future account activity.

If you have any questions regarding your insurance coverage now or in the future, please let us know so that we can promptly address your concerns. Our primary focus is on your health care and we recognize that reducing or eliminating any financial concerns will also help you to better focus on the task at hand - your health and wellness.

Patient Signature _____

Date _____

