

FALMOUTH ORTHOPAEDIC CENTER

20 Northbrook Drive
Falmouth, Maine 04105

Tel. (207)781-4424
Fax (207)781-4426

PATIENT FINANCIAL POLICY

We are committed to providing you with the best possible care and are pleased to discuss our professional fees with you at any time. Your clear understanding of our Financial Policy is important to our professional relationship. Please ask if you have any questions about our fees, or your financial responsibility.

PATIENTS MUST FILL OUT PATIENT INFORMATION FORMS PRIOR TO SEEING THE DOCTOR
WE WILL ASK TO SEE YOUR INSURANCE CARD ON EVERY VISIT AND WILL SCAN YOUR CARD INTO
OUR SYSTEM AS NEEDED TO KEEP OUR INFORMATION CURRENT.

Please give 24 hours notice if you will not be able to come to your appointment.

COPAYMENTS: Your insurance REQUIRES that we collect your designated co-pay at the time of service. Please be prepared to **pay your co-pay on the date of your visit**.

SELF-PAY: Self-pay accounts shall exist if a patient has no insurance coverage. Payment in full is required at the time of service. On your first visit, a payment of \$150.00 is expected before being seen by the health care provider. If you are unable to pay the \$150 please contact the billing office prior to your appointment.

EXTENDED PAYMENT PLANS: Patients are encouraged to pay outstanding self-pay balances in full. However, payment plans may be accepted with approval of the business office.

NON-PARTICIPATING INSURANCE PLANS: As a service to our patients, we will bill as a non-assigned claim. Any outstanding balances are the responsibility of the patient.

REFERRALS: If your health insurance requires a referral from your primary care physician it is YOUR responsibility to obtain it prior to your appointment and to have it with you at the time of the appointment. If you do not have your referral, YOU MAY BE REQUIRED TO RESCHEDULE.

WORKERS COMPENSATION CASES: It is the responsibility of the patient to notify Falmouth Orthopaedic Center of: date of injury, claim#, insurance company address, phone#, and name of adjustor. In the event that your workers compensation claim is controverted or denied we will bill your insurance company for services rendered.

ACCIDENT CASES: As a courtesy, we will bill the responsible third party and/or your health insurance. In cases where no insurance coverage is available, the patient will be responsible for all charges. We do not accept attorney letters of protection.

MEDICARE: We will submit to Medicare for the Medicare allowed amount. The patient will be responsible for the deductible and the co-insurance, which can be billed to a secondary insurance if you have one.

RETURNED CHECK FEES: Any returned check from the bank for non-payment (insufficient funds) shall result in the patient's account being assessed a \$25.00 fee per check returned.

CHILD CUSTODY CASES: We will bill the insurance carrier for both parents. However, the parent that signs for services will be responsible for all outstanding charges and balances unless you have a court order otherwise.

WE ACCEPT CASH, MASTERCARD, VISA, DISCOVER AND CHECKS
If you have any questions please call the Billing Department at 207-781-4446.

RESPONSIBLE PARTY SIGNATURE: _____ DATE: _____

*****PLEASE READ BACK OF FORM*****

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INFORMATION ABOUT FRACTURE CARE

Some insurance companies require that fracture care billing be done on a “global” basis. This means that for a predetermined amount of time, all professional services related to the “surgery” or fracture care are included within the initial fee. X-rays and casting/splinting, along with related supplies, are not included within the global fee and are billed separately. Please note, that there are other insurance companies that require each visit to be billed separately.

Injections, joint aspirations and fracture care are all procedures listed as “surgical” for billing purposes by insurance companies. Though these services may be provided in the office or emergency room, they are generally listed on your explanation of benefits or bill as “surgical”.

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PARTICIPATES WITH THE FOLLOWING INSURANCE COMPANIES:

- MaineCare / Primecare
- Medicare
- Anthem Blue Cross & Blue Shield
- Tri-Care
- Aetna
- Cigna/Great West Healthcare
- Harvard Pilgrim Health Care
- United Healthcare
- Northeast Community Care Medicare Advantage
- Humana Choice Care Medicare Advantage Plan
- Martins Point Generations Advantage and US Family Health Plan

THIS IS NOT AN ALL-INCLUSIVE LIST. PLEASE CALL THE OFFICE IF YOU HAVE QUESTIONS REGARDING PARTICIPATION