

UNDERSTANDING YOUR AMBULATORY SURGERY CENTER FACILITY BILL

Introduction

Thanks for choosing Andrews Institute Surgery Center. Often patients have questions concerning their facility bill, this information is designed to help; answer some of those questions. Of course, if you still have questions after reading this, please contact our business office Monday through Friday between 8 a.m. to 5 p.m. at 850-916-8500.

Billing Process

Upon receiving the Insurance Company's determination of your claim, you will receive a bill which covers the use of the Surgery Center (facility) for your surgery including the surgery and any implants used. In addition, your surgeon as well as other health care professionals, will bill you separately for their services. These charges are not included in your facility fee, although these charges may be covered by insurance, they are your responsibility, and you will need to make separate payment arrangements. In addition to your primary surgeon's bill, you may be billed for, but not limited to:

- Anesthesia Services
- Radiology Services and Radiologist
- Pathology Services and Pathologist Laboratory
- Services

Financial Policy / Estimated Patient Responsibility

If you have Insurance, our office will verify your benefits for you. After verification of benefits, we will contact you directly with your co-pay amount due at the time of surgery. Remember, this is only your co-pay amount. Our facility accepts cash, checks, money orders and most major credit cards.

In the event you are unable to meet your financial obligation or you do not have insurance, please contact our office before your scheduled procedure to discuss options.

Our office will file your Insurance assignable claims as a courtesy. Insurance plans vary widely and can be affected by many Issues. Some policies have specific requirements and if the requirements are not met, your insurance may not pay for your care. It is your responsibility to make certain all requirements have been met. Should you have any questions regarding your insurance coverage or requirements, please contact your insurance company directly.

The business office expects payment from most insurance companies within 45 to 60 days of filing the initial claim. We will work diligently on your behalf to monitor the status of your claim during this time. If we have difficulty collecting from your insurance company, we may ask for your assistance, once all insurance payments have been received or if your insurance company does not respond with payment, you may become responsible for the balance due.

Customer Service

If you have questions about your bill, please call our business office. Representatives are available Monday through Friday from 8 a.m. to 5 p.m. Call (850) 916-8500. Your calls are welcome. We will be able to help with your questions more quickly and accurately if you have your account number and bill available when you call.

Other Important Numbers

Surgery Center: 916-8500

Please bring your insurance card and picture ID on the day of your surgery