

FINANCIAL POLICY

Responsible Party

You are financially responsible for paying for the services that are provided to you by our healthcare providers. If the patient is a child, the responsible party is the biological parent and/or the assigned representative authorized to seek medical care for the child and is the party that brings the child in for services. Woodcreek Healthcare is not obligated to follow civil court decisions, including financial obligations for divorce decrees or parenting plans.

Understanding Your Benefits

Please familiarize yourself with your insurance benefits and verify that the provider you are seeing is part of the preferred provider network. Your health plan mandates that you are financially responsible for payment of all copays, deductibles, and non-covered services, and Woodcreek Healthcare is contractually obligated to collect them. We do not verify insurance benefits, which is why we highly recommend that you contact your insurance company and familiarize yourself with your policy's benefits. For a list of services and codes for well child exams, visit our website at www.woodcreekhealthcare.com.

Understanding Our Charges

Patients will be charged for each service that is performed during the course of an office visit. Included in the base charge for an office visit are a discussion about the nature of the illness, an examination of the patient, medical decision making, development of a treatment plan, and discussion with the patient about the plan. Other activities (procedures) are billed in addition to the charge for the examination. These charges might include - but are not limited to - sutures, wart removal, vision and hearing tests, removing wax or foreign bodies from the ears or nose, lab tests, administration of immunizations, and other additional services. It is Woodcreek's policy that medical staff members do not quote fees for services or supplies, but you may ask the provider or the nurse to contact the front desk or billing office to learn the exact cost of the procedure, test or lab service before it is provided.

Co-payments are due at the time you check in for your appointment.

Billing Statements

Our office is contracted with many insurance carriers. If we are contracted with your insurance company, you will receive a billing statement from us after the insurance has processed your claim. Your charges will be listed along with any payments received from your insurance company. This listing will correspond to the explanation of benefits (EOB) that you will receive from your insurance company. You will receive a statement from our office every 25 days until the balance is paid in full. We offer paper statements or eStatements that go directly to your email address.

Rebilling Fee

All balances are due and payable within 30 days of the initial statement date. After 30 days, a \$7.50 rebilling fee will be added to your account every 25 days until your balance is paid. If you are unable to pay the entire amount due, please contact our patient account representatives at 253-848-8797, option 6, then option 1.

A Returned Check Fee of \$30 will be charged to your account for each returned check.

Payment Options

Woodcreek Healthcare accepts cash, checks, money orders, VISA, MasterCard, Discover, and American Express. Credit card payments can be made in person, by mail, online, or over the phone by calling 253-848-8797 and following the prompts to billing.

Collections

In the event that your unpaid account is sent to an outside collection agency, Woodcreek Healthcare may permanently discontinue providing medical care for any current or future family members.