

OAKLAND BONE AND JOINT SPECIALISTS

ROGER A. MANN, M.D.

JEFFREY A. MANN, M.D.

BASIL J. ALWATTAR, M.D.

◆ORTHOPAEDIC SPECIALISTS◆

80 Grand Ave., Fifth Floor, Oakland, CA 94612 / (510) 451-6266 FAX (510) 451-6260

FINANCIAL POLICIES

We realize medical bills involving health insurance can be very complicated. Our goal is to help you become aware of your responsibilities as an insured member. Our billing department can be reached at (510) 451-6266 ext 208 and the billing supervisor at (303) 470-9595 if you have questions regarding this.

Please bring your insurance card to the office for every visit.

You must bring your insurance card on your first visit, and your new insurance cards if at any time your insurance coverage changes. When you book your initial exam our office staff can confirm that we are or are not contracted providers for major insurance carriers, such as Medicare, Anthem Blue Cross, Blue Shield, Aetna, Health Net and United Healthcare. It is ultimately the patient's responsibility to confirm directly with their insurance that we are contracted providers before being seen. A customer service representative at your insurance can confirm that information for you with the following:

Dr. Roger Mann's tax ID 94-2478647 or Dr. Jeffrey Mann/Dr. Basil Alwattar's tax ID 04-3804329

We strongly recommend that you get a reference or tracking number for all calls to your insurance company.

Your Copay is due at the time of service.

If you do not bring a method of payment for your Copay at the time of your visit, we will add a \$20.00 billing fee on top of your Copay amount. Your Copay is due whether you are seeing a physician or their physician's assistant for an office visit.

If you have no insurance, or if we are not able to verify your insurance eligibility, we ask that you pay for the visit at the time of service.

If we do not have verification that you are covered by an insurance plan, you will be expected to pay the charges in full at the time of the visit. If we receive payment from insurance, we will promptly refund any credit on your account.

We do not bill third-party insurance. You will need to cash pay at the time services are rendered.

If you have been injured in an auto accident, you must tell the front office staff when you check in. You will be responsible for payment in full at the time of service.

If your insurance delays payment:

If your insurance carrier does not make payment within 90 days, the balance will be due in full from you. If there is a problem or a dispute over payment with the insurance carrier, this is a matter for you to address with them directly. If payment is made by your insurance carrier in excess of the balance we estimated, we will promptly refund the credit amount to you.

It is our office policy to send out 3 patient billing statements for balances due.

After which we will roll your account over to an outside collection agency. To avoid this action, please contact our billing department and set up a payment plan if necessary. Payment plans that are not honored per verbal agreement are rolled over to our collection agency directly. This is also why it is imperative that: **you update your address, telephone and employer information with us.**

I have read and understand the above noted policies

Patient or Guardian _____ **date** _____