



PATIENT PAYMENT & BILLING POLICIES

Thank you for choosing **ProScan Imaging** for all your diagnostic imaging services. We are committed to providing outstanding customer service and quality imaging services to our patients. We understand that paying for healthcare services can be confusing and are providing you the following information to assist you in meeting your financial responsibility.

ALL PATIENTS MUST PAY THE APPLICABLE CO-PAYMENT, DEDUCTIBLE OR CO-INSURANCE AT THE TIME OF SERVICE. If you are unsure of your co-pay, co-insurance or deductible amount, we will verify the amount with your insurance company. If you cannot pay the full amount of your co-insurance or deductible at the time of service, a deposit will be expected at time of service unless you previously made different payment arrangements.

Self-Pay: If you do not have health insurance or if you want to opt out of using your health insurance to pay for the services rendered by ProScan, the full payment for services will be due at the time of service. We offer a prompt pay discount of 10% off our Self-Pay Fee Schedule for payment in full. If you cannot pay in full, we offer extended payment plans. **If you opt out of using your health insurance, we will NOT file a claim to your health insurance either at the time of service or at a later time.**

Cost of Services: We will inform you prior to your scan the estimated cost of your procedure(s) and how much of that expense your insurance company will pay and the estimated amount that will be your payment obligation. If you have any questions whether our services will be covered and/or the amount expected to be covered by your insurance company, we urge you to contact your insurance company before services are provided.

Insurance Billing: If you have health insurance, ProScan will file your claims with your insurance company after services are provided as a courtesy to you. The insurance company will provide you and ProScan with an Explanation of Benefits ("EOB") within approximately 30 days from the date of service. The EOB states the amount the insurance company paid for the services and the amount that is the patient's obligation based on your co-insurance or deductible as well as ProScan's contracted rates with your insurance company. After our receipt of an EOB, you will receive a bill from ProScan for any patient payment due to ProScan for services received.

Billing Information: You must provide us with complete and accurate insurance information in order for us to submit an accurate claim to your insurance company. We need information about your primary insurance plan and secondary insurance plan (if applicable) as well as a valid contact phone number and your home address for patient statements. You will be asked to provide a driver's license or photo ID and a copy of your insurance card(s) in order for us to bill your insurance company.

Prior Authorization or Pre-Certification: Your insurance company may require a pre-certification or prior authorization for our services. ProScan will coordinate with your referring physician's office to obtain such authorization from your insurance company. At times, this authorization may not be obtained prior to your scheduled appointment. We will attempt to reschedule your appointment; however, due to clinical reasons or requests by your referring physician, we may need to perform the



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scan before obtaining the authorization. In the event that a scan is performed, at the request of the patient or the referring physician, prior to obtaining an authorization or pre-certification, you may be responsible for payment of the services provided, under provisions set forth by your insurance plan. If you have any questions as to whether our services will be covered, we urge you to contact your insurance company before services are provided.

Patient Balances: If there is a balance remaining on your patient account after payment is made by your insurance company, you will be billed by ProScan. Payment in full is expected by the DUE DATE as stated on our bill. If you need to make other payment arrangements, please contact our Billing Office at 1-866-459-2525 or (513) 527-2270 to review other payment options available.

Payment Options: We accept Cash, Check, Money Orders, Visa, MasterCard, American Express or Discover cards. You may pay your bill online with a credit card through our website at www.proscan.com. We also offer an extended payment plan in the event of special needs.

Payment Plans: We offer interest free extended payment plans for self pay patients or the patient payment obligation of your bill after your insurance company has paid your claim. You will still be required to make a down payment at the time of service. We may grant you up to three (3) months beginning on your date of service to pay your balance in full when payment arrangements are made with our Billing Department. Extended payment options may be available upon administrative approval for payment plans longer than six (6) months, or for larger balances or special circumstances.

Financial Assistance Program: ProScan offers a Financial Assistance Program for any patient that qualifies based on their income level. Please request an *Application for Financial Hardship* to be considered for financial assistance.

Refunds: If an overpayment is made, ProScan will issue you a prompt refund if your patient account balance has been paid in full.

Delinquent Accounts: ProScan refers delinquent payment accounts to an outside collection agency for recovery if full payment has not been received by us after the prescribed number of written statements has been sent to the address on record with the billing office.

Cancellation Policy. If you will not be able to appear for your scheduled appointment, you must notify ProScan 24 hours prior to your appointment time. If you miss or cancel your appointment without giving the appropriate 24-hour notice, ProScan may charge you a \$50.00 cancellation fee.

Contact Us: To discuss payment arrangements prior to your appointment, please contact our Patient Concierge Services at 1-800-560-2009, Monday through Friday from 8:00 a.m. – 6:00 p.m. For questions regarding your bill, to set up a payment plan on your balance due or other general questions, please contact our billing office at 1-866-459-2525 or (513) 527-2270.