



Dear Orthopaedic & Spine Center of Southern Colorado Patient:

Thank you for choosing Orthopaedic & Spine Center of Southern Colorado for your health care services. We appreciate the opportunity to serve you.

We recognize the insurance and billing process can be confusing. The information provided below is intended to help you navigate the billing process as well as clearly outline our payment policies.

- ★ It is your responsibility to contact your insurance company to verify your participating provider network. You should also be aware of the specific benefits and exclusions that pertain to your plan. The customer service number for your insurance carrier can be found on your ID card.
- ★ After we receive your scheduling and insurance information from your physician's office, our business office staff will contact your insurance carrier to verify eligibility and medical benefits for our facility fee.
- ★ If a co-pay or deductible payment is required for our facility fee, you will be contacted by our office. Payment of co-payments and deductibles is due on or before the date of service.
- ★ We accept cash, VISA and MasterCard. Personal checks are accepted if the amount is \$500 or less. Amounts over \$500 must be in the form of a cashier's check or money order. Failure to resolve payment issues prior to your date of surgery could result in the postponement of your surgery.
- ★ If Orthopaedic & Spine Center of Southern Colorado does not participate in your insurance plan, you can still receive services here. However, your insurance company will consider our services "out-of-network" and you may be responsible for paying more of the bill.
- ★ If you have no insurance, or if your insurance does not cover the procedure to be performed, please make arrangements to pay the surgery center facility fee in full before the service is provided. When possible, we will estimate the required payment when you schedule your service. Please contact our business office directly at 719-282-8888 for price estimates.
- ★ Please bring these items with you to the ambulatory surgery center:
 - insurance card(s),
 - valid driver's license or state identification card,
 - payment for your co-pay, deductible and any services that are not covered by your health insurance plan.
- ★ In addition to facility fee charges, you will/may receive separate bills for the following services:
 - your physician or surgeon,
 - anesthesia, if sedation is administered during your procedure or it was necessary for an anesthesiologist to be available for your procedure,
 - laboratory tests, if they were required by your physician, and/or
 - pathology, if tissues or specimens were removed during surgery.



Any questions regarding these services should be directed to the billing offices of the appropriate provider.

- For anesthesia service questions, please contact Anesthesia Associates at 719-365-6999.
 - Surgical procedures frequently involve sending specimens to an outside laboratory for examination by a pathologist. The required number of specimens and tests can only be determined after completion of the procedure; therefore, it is not possible to establish the charges and collect the fees for specimens prior to the procedure. If you anticipate the remove of tissue that could necessitate a pathologist's review and have billing questions related to same, please contact either LabCorp or Quest depending on your insurance carrier.
- ★ If you have questions about your surgery center bill **prior** to your date of surgery or procedure, please contact our business office at 719-282-8888.
- ★ Orthopaedic & Spine Center of Southern Colorado's billing services are provided by Pinnacle III's Specialty Billing Solutions, a centralized billing office located in Lakewood, Colorado. They are responsible for filing claims with your insurance carrier. Specialty Billing Solutions employees may contact you regarding your insurance coverage in an effort to get your account paid appropriately.

If your questions pertain to a visit which has already taken place, please contact Specialty Billing Solutions toll-free at 877-852-7552. Please specify your surgery center as Orthopaedic Spine Center of Southern Colorado to ensure you are connected to the correct billing service representative.

Specialty Billing Solutions is also responsible for collecting any balances attributed to your responsibility by your insurance carrier. If, upon receipt of a bill from Specialty Billing Solutions, you are unable to pay in full, please contact them to establish payment arrangements. You can also set up a payment plan on our website - www.jointandspineasc.com - by clicking on the "Pay Your Bill Online" button. If your insurance provides 100% coverage and there are no other balances due, you may not receive a statement or bill.

Please send payments to: Orthopaedic & Spine Center of Southern Colorado, LLC
P.O. Box 561462
Denver, CO 80256-1462

- ★ It is your responsibility to ensure your health benefit plan meets its obligations to you and pays everything it should. An important step in doing that is to keep every health care (and physician) bill you receive. Likewise, keep all the documentation sent to you by your health insurance plan. Doing so allows you to compare the payments made by your insurance company against your health benefits and follow up with providers/payors when discrepancies