

# MID-ILLINOIS HEMATOLOGY & ONCOLOGY ASSOCIATES

## OUR FINANCIAL POLICY

Thank you for choosing Mid-Illinois Hematology & Oncology Associates as your health care provider. We are committed to your treatment being successful. Please understand that payment of your bill is considered a part of your treatment.

All patients must complete our Patient Information Sheet at the first visit. Insurance information must be provided or payment arrangements must be made for services before seeing the doctor. As a courtesy, we do bill your insurance. Our office, as a convenience and a service to you, will absorb costs incurred for billing such as postage, etc.

Please understand that insurance reimbursement can be a long and difficult process for our office. In fact, insurers will routinely stall, deny, and reduce payments. To that end, our billing staff has undergone extensive and rigorous training to maximize your insurance reimbursement, while reducing the time by which they pay.

**\*\* WE ACCEPT CASH, CHECK, VISA, MASTERCARD & DISCOVER \*\***

### **Regarding Insurance**

- The balance is your responsibility whether your insurance company pays or not.
- We cannot bill your insurance company unless you provide us your insurance information.
- Your insurance policy is a contract between you and your insurance company. We are not a party to that contract.
- Having more than one insurer DOES NOT necessarily mean that your services are covered 100%. You are responsible for any balances not paid by your insurance.
- If your insurance company has not paid your account in full within 60 days, the balance will be automatically transferred to your responsibility.
- A processing fee of \$30.00 will be charged for all returned checks.
- Please be aware that some of the services provided may be non-covered services under the Medicare Program and/or other medical insurance.
- All co-payments are due prior to seeing the doctor. It is your agreement with your insurance company and part of the reimbursement by your insurance company to us.
- You are responsible for obtaining proper referral information prior to your appointment.
- Our practice is committed to providing the best treatment for our patients and we charge what is usual and customary for our area.

Thank you for understanding our Financial Policy. Please let us know if you have questions or concerns. You can either stop by our Normal office or call any of our Insurance Coordinators.