

GREENHOUSE INTERNISTS INSURANCE & PAYMENT INFORMATION

INSURANCE

We participate in most insurance plans. However, we don't accept Access, Aetna Better Health, AmeriChoice, Gateway Health, Keystone VIP, Select Plan for Women, Tricare (as primary), or United Healthcare Compass. Due to the frequent changes implemented by health insurance companies, it is the responsibility of the patient to verify that Greenhouse Internists is a participating provider with the insurance carrier's member services department before enrolling in the plan.

Most insurance companies have expanded telehealth coverage in response to the COVID-19 pandemic. Your insurance company will be billed for any time the provider spends with you for all telehealth services, including video visits, phone calls, and web messages.

Insurances vary in their coverage and knowing your insurance benefits is your responsibility. There may be limitations and exclusions to your coverage. We cannot guarantee that your carrier will pay your claim. If your claim with your insurance carrier is denied, you will be responsible for the services rendered. We do not accept new self-pay patients. If you are an established patient, self-pay may be an option.

CO-PAYMENTS AND DEDUCTIBLES

Face-to-Face Visits: All co-payments and deductibles must be paid at the time of service. This arrangement is part of your contract with your insurance provider. Failure on our part to collect co-payments and deductibles from patients can be considered fraud.

Telehealth Services: Telehealth co-pays will be billed per your insurance plan's guidelines.

PROOF OF INSURANCE

We will request a copy of your driver's license/legal photo identification and current valid insurance card to provide proof of insurance. If you fail to provide us with the correct insurance information in a timely manner, you may be held responsible for the balance of the claim.

CLAIMS SUBMISSION

We will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their request. Please be aware that the balance of your claim is your responsibility whether or not your insurance company pays your claim. Your insurance benefit is not a contract with Greenhouse Internists; it is a contract between you and your insurance company.

COVERAGE CHANGES

Prior to each visit, we will ask you to verify your demographic information (i.e. name, address, etc.) and insurance coverage and provide proof of insurance. If your insurance changes, please notify us prior to your next visit so that we can make the appropriate changes to help you receive your maximum benefits. It is your responsibility to inform us of all such demographic changes and all coverage changes to enable us to properly submit claims.

NONPAYMENTS/DELINQUENT ACCOUNTS

If your account is 90 days past due, you will receive a letter stating you have 20 days to pay your account in full or arrange a payment schedule with our billing department. Please be aware that account balances of \$30 or more need to be paid prior to scheduling an appointment. If your account balance is \$50 or more, you will need to pay at least half (50%) of your open balance before a visit can be scheduled. Failure to resolve your account balance may result in being discharged from the practice, and we may refer your account to a collection agency. If you are asked to leave the practice, you will be notified by first class and certified mail that you have 30 days to find alternative medical care. During that 30 day period, our physicians will only be able to treat you on an emergency basis.

(The terms of the policies are subject to change.

Please visit our website www.greenhouseinternists.com for updates)