

## UNDERSTANDING YOUR BILL

### INTRODUCTION

Thank you for choosing Baptist Medical Park Surgery Center as your facility of choice.

Often patients have questions concerning their facility bill. The following information is designed to help answer some of those questions prior to surgery.

It is very important to us that you make an informed decision regarding your financial responsibility.

### BILLING PROCESS

Your physician, as well as other health care professionals, will bill you separately for services that are not included in the facility fee. Although these charges may be covered by insurance, it is your responsibility to make separate payment arrangements. In addition to your primary physician's bill and our facility fee, you may be billed for, but not limited to:

- Anesthesiologist
- Interpretation of diagnostic tests
- Radiologist
- Pathologist
- Lab work

### FINANCIAL POLICY/ESTIMATED PATIENT RESPONSIBILITY

*Patients and prospective patients may request from this facility and other health care providers a more personalized estimate of charges and other information. Patients and prospective patients should contact each health care practitioner who will provide services in the ASC to determine the health insurers and health insurers and health maintenance organizations with which the health care practitioner participates as a network provider or preferred provider.*

If you have insurance, our office will verify your benefits for you. After verification of benefits, we will contact you directly with the **estimated** amount due at the time of surgery. Remember, this is an estimate only. The estimate may include deductibles, co-pay and/or coinsurance. Our financial estimate at the time of surgery is not your final financial obligation.

Our facility accepts cash, checks, money orders most major credit cards and you now can pay online at [www.patientnotebook.com/bmp9MSC](http://www.patientnotebook.com/bmp9MSC).

We will perform electronic fund transfer (EFT) on all applicable checking accounts.

Our office will file your assignable insurance claim(s). Insurance plans vary widely and can be affected by many issues. Some policies have specific requirements and if the requirements are not met, your insurance may not pay for your care. It is your responsibility to make certain all requirements have been met. Should you have any questions regarding your insurance coverage or requirements, please contact your insurance company directly. There is never a guarantee of coverage.

The business office expects payment from most insurance companies within 45 days of filing the initial claim. We will work diligently on your behalf to monitor the status of your claim during this time. If we have difficulty collecting from your insurance company, we may ask for your assistance. Once all insurance payments have been received or if your insurance company does not respond with payment within 90 days, the balance will be transferred to your responsibility.

In the event you are unable to meet your financial obligation or you do not have insurance, please contact our office before your scheduled procedure to discuss options.

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## **CUSTOMER SERVICE**

The surgical procedure received at Baptist Medical Park Surgery Center may warrant outlining services such as pathology testing. The healthcare insurance provider information submitted, may consider services an out of network benefit resulting in a higher out of pocket expense.

**Please understand:** Baptist Medical Park Surgery Center has a separate billing office than Baptist Hospital. Our billing is separate therefore any arrangements you make with Baptist Hospital does not include Baptist Medical Park Surgery Center.

If you have concerns or questions, please call our business office.

Representatives are available Monday through Friday from 8 a.m. to 5 p.m. Call **850.208.6080** or email us at [\*\*bmpsc.customerservice@bhcpns.org\*\*](mailto:bmpsc.customerservice@bhcpns.org). Your calls and emails are welcome.

## **OTHER IMPORTANT NUMBERS**

Registration: 850.208.6260

Surgery Center Scheduling: 850.208.6330

Pre-Surgical Assessment: 850.208.6308

**Please bring your insurance card(s), form of payment  
and picture ID on the day of your surgery.**