



Frank Feigenbaum, M.D., FAANS, FACS

Patient Name: \_\_\_\_\_ Patient DOB: \_\_\_\_\_ Date: \_\_\_\_\_

### **Patient - Practice Agreement**

#### **Insurance Billing**

Insurance is a contract between you and your insurance company. Our group accepts most major insurance plans. Prior to your initial visit, please contact your insurance carrier to confirm that our physician participates in your plan. It is your responsibility to notify us when making your appointment if you need a referral or pre-authorization for the visit with Dr. Feigenbaum. Typically this is applicable for HMO policies. This referral is submitted to the insurance company from the Primary Care Physician's (PCP) office. Please make sure you have obtained any required referrals in advance of your visit. If your insurance plan requires a referral and we do not have one, we will try to notify you prior to the visit. If we are unable to obtain a referral while you wait, you will be given the option to pay for the visit out of pocket or to reschedule for a later date. Please understand that if we have not been advised in advance of your program's requirements and we provide a service that is outside your program, YOU WILL BE RESPONSIBLE FOR THE APPROPRIATE FEES. These are your insurance company's regulations and unless you follow them carefully, the insurance company may decline all or part of your claim. If our physician does not participate with your insurance plan, and you do not have any out-of-network benefits, you will be considered self-pay and will be responsible for payment of all charges at the time of your visit. \_\_\_\_\_ Patient's initials

All COPAYS ARE DUE AT THE TIME OF SERVICE. If you have a high deductible which has not been met you will be asked to make a partial payment at the time of service. \_\_\_\_\_ Patient's initials

This office will verify and bill the patient's insurance when appropriate. Your insurance company will more than likely require prior authorization (precertification) prior to any in-patient procedures performed by our physician. Our Office Manager will assist in obtaining prior authorization for in-patient services. However, as stated by your insurance company, "this is not a guarantee of payment". We may estimate what your insurance company may pay, but the final determination of your eligibility and benefits is made by them. You are responsible to know your eligibility, insurance coverage and benefits. \_\_\_\_\_ Patient's initials

If our physician participates with your insurance plan, we will file a claim on your behalf. We will bill you for your portion once the claim has been processed. To file your insurance, we must have a valid picture ID, current insurance coverage(s), and current patient address and phone numbers. It is your responsibility to inform us which insurance is primary and which is secondary. Notify us immediately of any change of insurance, if you fail to do so, it could result in the entire bill becoming your responsibility. Please bring your insurance card to every visit. \_\_\_\_\_ Patient's initials

#### Self-pay Accounts

Self-pay accounts are patients without insurance coverage, patients with incorrect insurance information, or patients without an insurance card on file with us. Self-pay patients will be required to make payment at time of service. To determine payment



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amounts for: an office appointment, please 214-351-8450 option 2; surgery, please contact (214-351-8450 option 5). \_\_\_\_\_ Patient's initials

#### Medicare

Our physician accepts Medicare assignment on covered Medicare charges. Medicare 20% coinsurance amount will be billed after we receive payment from Medicare. Payment of the annual deductible and any non-covered charges is expected at the time of service unless you have secondary insurance accepted by the group. Not all secondary insurance will pay for non-covered charges. There is a possibility that some services and durable medical equipment are not covered by Medicare. When services fall under that category, you will be asked to sign an advanced beneficiary notice (ABN) indicating that you acknowledge this possibility and that you agree to pay in full prior to services being rendered. \_\_\_\_\_ Patient's initials

#### Worker's Compensation Insurance and Automobile Accidents

Validated worker's compensation services are billed either to the employer or the employer's carrier, depending on company policy. In the absence of validation by the employer of a work-related injury, the patient will be held responsible for payment for services rendered. Should the employer or carrier subsequently deny a validated worker's compensation service, such charges will be the financial responsibility of the patient. For the first visit for a work-related injury, you must bring a letter authorizing services with the date of injury, and complete our Worker's Compensation form (you will need to provide insurance carrier information, claim number, and adjustor's name and phone number). For treatment for an automobile accident, you most likely will have to pay for your services at the time of your visit as most insurance carriers will not pay medical bills until your case has settled. If you have a denial letter from your automobile carrier we can bill your medical insurance. Automobile insurance will usually not prior authorize any services. \_\_\_\_\_ Patient's initials

#### Payment Responsibility For Non-Covered Services

Limited coverage is common among insurance plans. We will request payment for any non-covered services once claims have been processed. If known prior, payment is due at the time of service. Once the surgery claim has been processed, and if the service has been denied, please contact our billing office for further instruction. We may need your assistance in appealing the claim, as well as assistance from the employer who provides the insurance policy. \_\_\_\_\_ Patient's initials

#### Returned Checks

The charge for a returned check is \$25.00 payable by cash or money order. This will be applied to your account in addition to the insufficient funds amount. You may be placed on a cash only basis following any returned check. \_\_\_\_\_ Patient's initials

#### Outstanding Balance Policy

Payment in full is expected on receipt of your billing statement. Monthly payment plans are available; please contact our billing company. Statements sent will reflect the amount you owe after your insurance has processed your claim. If no resolution



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can be made within thirty (30) calendar days, the account will be sent to the collection agency and discharge from the practice may be initiated. \_\_\_\_\_ Patient's initials

Surgery Claims

Please allow time for the processing of your claim by your insurance company following surgery. It is fairly common to get a letter from your insurance company either requesting information from our office or denying payment. Our billing office has a system in place for providing the necessary documentation needed by your insurance company for processing the claim. Please contact our billing office regarding all questions regarding claims, denials of services, or any insurance correspondence you receive in the mail. You may be instructed to help in the appeal process by contacting your insurance company, providing more documentation for the claim, and/or contacting the employer who provides the insurance policy. \_\_\_\_\_ Patient's initials

Any questions that you have regarding bills from other providers or from the hospital will need to be addressed to the name/company listed on the invoice. \_\_\_\_\_ Patient's initials

You will receive a bill from: our office, the hospital, the neuromonitoring company (Neurophysiology Associates, Biotronic, or NuVasive), anesthesia, x-ray use during the operation, radiologist reading of the x-ray, pain management, internal medicine group, and physical therapy, if applicable. \_\_\_\_\_ Patient's initials

This financial policy helps the office provide quality care to our valued patients. If you have any questions or need clarification of any of the above policies, please contact our Office Manager at 214-351-8450 option 5. If you have questions regarding any bills, balances or statements regarding services rendered by our group, please contact our Billing office, at 214-351-8450 ext. 1. \_\_\_\_\_ Patient's initials

By signing this, I acknowledge I have read the above information and understand and agree to all the terms listed.

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Today's Date

\_\_\_\_\_  
Patient Name

\_\_\_\_\_  
DOB