



Billing and Payment Policies

The insurance and billing process can be confusing. Each person's plan can vary from one patient to the next with each plan having its own benefits or exclusions.

It is your responsibility to contact your insurance company to verify your participating provider network. You should also be aware of the specific benefits or 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, Northwoods Surgery Center will contact your insurance carrier and verify eligibility and medical benefits for services at our ambulatory surgery center. If a co-pay or deductible payment is required you will be contacted by our office. This payment is due on or before the date of service. Failure to resolve payment issues prior to your date of surgery could result in the postponement of your surgery. Our preferred methods of payment are VISA, MasterCard, Discover credit card payments or check.

If Northwoods Surgery Center does not participate in your insurance plan, you can still receive services here. However, your insurance company will consider our services as "out of network," and you may be responsible for paying more of the bill.

Preparing for Your Visit

Please bring these items with you to the ambulatory surgery center:

- insurance cards;
- 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

Self-Pay

Self-pay patients are expected to pay in full prior to any scheduled service. Please contact our front desk staff to inquire about payments options. Where possible, we will estimate the required payment when you schedule your service. Please contact our business office directly at 715-358-8600 for price estimates.

Physician Bills/Pathology Bills

You will receive separate bills from the physicians (surgeons, anesthesiologists, etc.) involved in your care. If you have any tissue removed and sent to Pathology, you will also received a separate bill from that entity. If you have questions or concerns about those bills, call the physician's office or the customer service telephone number on your insurance card.

Keeping Records

It's your responsibility to ensure that your health benefit plan meets its obligations to you and pays everything it should. An important step in doing that is to keep every healthcare (and physician) bill you receive. Likewise, keep all the documentation sent by your health insurance plan. In this way, you can compare the payments made by your insurance company against your health benefit plan.



Questions About Your Bill?

If you have questions **prior** to your date of surgery or procedure, please contact the business office at 715-358-8600.

If your questions pertain to a visit which has already taken place, please contact our billing service (PINNACLE III's Specialty Billing Solutions) directly at 877-852-7552.

Please specify your surgery center as Northwoods Surgery Center to ensure you are connected to the correct representative.