

Welcome to Bluegrass Pain Consultants!

We would like to take this opportunity to advise you about our billing and insurance processes. We want you to have an excellent experience with us and would like to proactively clarify what we need to successfully process your claims.

At each visit you will need:

- Your current insurance card (if you also have secondary or tertiary insurance, present that card as well).
- Verify that your name on your patient account matches the name on your insurance card exactly.
- Your current photo identification.
- Verify your correct address and phone number is on file with our office.

Co-pays, Deductibles and Co-insurance:

- Co-pays are required at the time of service and vary based on your insurance and visit type.
- We accept cash, checks and credit/debit cards.
- If you need to make payment arrangements for deductibles or co-insurance amounts, please contact our internal billing team.
- If you pay your current balance due in full, we will offer a 10% discount.
- If you write a check and it is returned for insufficient funds, there will be a \$25.00 fee in addition to the amount of the check. We will not accept check payments for future visits.
- If your account has a balance, you will be asked to pay towards the balance at your visit and/or be asked to set-up a payment plan.
- Visit www.bluegrasspain.com and click on the General Info Tab to make an online payment using your debit/credit card.

If you need to cancel an office visit or procedure:

- Please provide at least a 24 hour notice. There is a \$45.00 charge for no show office visits and \$100.00 charge for no show procedure appointments.

If you have a HMO (Health Maintenance Insurance):

- You are required to obtain a referral before you can be seen, this can be obtained from your primary care physician.
- Referrals are only approved for a certain number of visits or timeframe. Be sure your referral is current at each visit.

If you are having a procedure:

- Our staff will obtain a pre-cert prior to your visit.
- We encourage you to contact your insurance company prior to your appointment to obtain the amount of the co-insurance or monies due relative to the portion of the charge that is your financial responsibility. Our billing staff can assist as needed.

Insurance plans:

- We accept most major insurance plans, including Medicare, Medicare Replacements and Passport.
- We do not currently accept Workers comp insurance, auto insurance or self-pay.
- Billing statements are mailed on a monthly basis. If you have not received a statement, please contact our billing team and they can provide a copy for you.

If you have any questions regarding your bill or insurance we would be happy to assist. You can contact our office and leave a brief description of your request and a daytime phone number and we will return your call within 24 business hours.

Billing company (Boost): 502-416-1070

Billing staff (internal): 502-423-1021 and ask for billing.

Please sign below as acknowledgement of our processes and policies.

Patient Name: _____ **Date:** _____

Thank you for choosing Bluegrass Pain Consultants!