

## **Valley Colorectal Surgeons Office Billing Policy**

Faced with increasing costs, our office has adopted the Easy Pay billing process. We have developed this letter to introduce you to the Easy Pay system and to explain how it will benefit our patients. If you have further questions, please don't hesitate to ask our office staff.

### ***What is Easy Pay?***

Easy Pay is a system that allows us to schedule payments to credit or debit cards after your visit. Following your visit with the physician, when the exact amount you owe is determined (after the insurance company has paid your claim) your card will be charged.

Easy Pay works much like hotel check-in. When a guest checks into a hotel, the staff swipes your credit or debit card into the computer and stores the information in a secure file. When the guest checks out, the amount he/she owes is determined, the stored information is recalled, and a transaction is processed to the guest's credit or debit card.

In the case of your medical bill, we swipe your card at the time of your office visit and process a transaction only after we receive the correct balance from the insurance company. You will know the exact amount that will be charged to your card from the Explanation of Benefits sent to you from your insurance company. Additionally, an email message will be sent to you at the time the charge to your card is processed.

### ***Why Did We Choose Easy Pay?***

We deal with an increasing number of insurance companies that cover different amounts for different procedures, making it impossible to determine the exact amount owed at the time of service. In the past, we have submitted the insurance claim for our patients, waited for the insurance company to settle, and then billed our patients for the balance owing. In the future, we will continue to submit claims on behalf of our patients, but we will eliminate patient billing. Instead, we will charge your balance owed to your credit or debit card after the insurance company has paid its portion of your balance.

We are determined to do everything we can to control the high cost of delivering quality healthcare to you. By adding the convenience of Easy Pay for our patients, we feel that we can efficiently meet your healthcare needs and address our rapidly increasing costs for billing, postage, and collections.

Our surgeons believe our patients will greatly benefit from the convenience of the Easy Pay system. We offer patients the best care available and look forward to offering the most up-to-date payment method available today. We will continue to look for innovative ways to better serve our patients!