

Collections Policy:

All patient responsible balances are to be paid within thirty days of the date of the statement. If your payments are on a payment plan, they are due on the scheduled due dates.

If you are unable to make payment within thirty days from the date of the statement or by the payment plan due date, contact must be made to our Patient Financial Service Representative to discuss payment arrangements.

BayCare Clinic reserves the right to take steps it deems necessary to resolve unpaid balances including: collection calls, collection letters and requests during scheduling and registration. Additionally, BayCare Clinic may authorize the sale of a debt or refer a past due account to a collection agency, which may in turn pursue collection actions of credit bureau reporting, money judgments, wage garnishment, and lien attachments as are permissible by applicable federal and/or state collection laws.

Account Credit Policy:

All account credits related to insurance/governmental payors are handled in accordance with the terms of any contract between BayCare Clinic and that payor. Any personal/patient account credit greater than \$1 will be refunded to the patient.

Contact Us:

BayCare Clinic's Customer Service Representatives are available to answer your billing questions.

Customer Service Hours:

7:30 a.m. — 5:00 p.m. Monday — Friday

Customer Service Phone Numbers:


920-405-5384 and outside Green Bay, toll free 888-550-5384

Payments can be sent to:

BayCare Clinic
PO Box 28900
Green Bay, WI 54324-0900

Patient Financial Policy





If you have insurance you are responsible for:

- Payment of any co-payments (due at the time of service), deductibles and coinsurance amounts.
- Payment for any non-covered services as well as any unpaid balances on covered services.
- Notifying BayCare Clinic® of any changes in your insurance coverage.
- Notifying BayCare Clinic of any requirements of your insurance coverage for referrals, prior authorizations, etc.
- Notifying BayCare Clinic if your care is related to workers' compensation injury.
- Setting up a payment plan for outstanding or delinquent balances before future visits.
- Notifying BayCare Clinic of any requirements of your insurance to use certain facilities for your care; if you receive services out of network, you have greater financial responsibility for your services.
- Notifying BayCare Clinic of all insurance coverage, including Medical Assistance or Medicare, before your services. BayCare Clinic is not responsible for any failure to satisfy requirements of an insurance that was not reported before services. If you receive services and then later report insurance coverage, you are responsible for charges that are not paid by your insurance.
- Payment in full prior to or at the time of your appointment for all non-covered services, aesthetic or cosmetic services.

If you do not have insurance:

- You will be asked to pay a deposit amount at the time of your appointment.
- You will be required to meet with or speak with a Patient Financial Services Representative.

If your care is related to an auto accident or injury on another person's property:

- BayCare Clinic will bill your health insurance carrier.
- BayCare Clinic does not bill liability carriers such as auto policies or homeowner's policies (with the exception of workers' compensation insurance).

If your care is related to work-related injury:

- It is your responsibility at your initial appointment to provide both commercial insurance information as well as workers' compensation information.
- It is your responsibility to notify your employer.
- BayCare Clinic will submit claims to your workers' compensation carrier.
- If it is determined that your injury is not work-related or your workers' compensation claim is denied, we will bill your health insurance. If you do not have health insurance or have balances not paid by your health insurance, the remaining balances become your responsibility.



Payment Options:

Balances, including co-payments, co-insurance, deductibles, and non-covered services are the patient's responsibility. All account balances are to be paid within thirty days of the date of the statement. Payments may be made by:

- Cash • Check • Money Order
- Visa, MasterCard, Discover, American Express

Please ask our office about any type of service discounts that may be available for your situation.



If you are unable to pay your bill in full within thirty days, please contact our Patient Financial Service Representatives to set up mutually acceptable payment arrangements. Note: Charges incurred after a payment plan has been established will not be automatically added to a current payment arrangement. A new payment plan will need to be established with a Patient Financial Services Representative.

Patient Financial Services Phone Number:

920-405-5391 and toll free 888-518-5556

Financial Assistance/Connecting Care Program

BayCare Clinic recognizes that there are instances when a patient does not have the means to pay for his/her necessary medical care. The Clinic has well defined policies that address and aid the patient and his/her family who are experiencing financial hardship in relation to paying for care. BayCare Clinic has financial advisors on staff to work one on one with the patient, taking each individual's circumstance into consideration. Please feel free to contact our Patient Financial Services Department at 1-888-518-5556 and ask for a patient financial services representative if you would like additional information.