

Wednesday, June 24, 2020

Dear valued clients,

Changes in the number of high deductible health plans have led us to automate the collection of any patient responsibility due. Our clinicians will continue to charge copays. Other than a copay, we will not charge anything until after we have submitted your claim to your health plan, but you will be responsible for any amount due. Our new billing policy will deliver a more convenient and consistent payment experience to our clients. Now, we will securely save your credit or debit card on file with our Electronic Health System (EHS) to cover any balance due after your insurance benefits are applied. This policy will help you to simplify how you pay medical bills. Now, paying your healthcare bills is a convenient experience, just like paying for a hotel visit or a subscription streaming service. Paper statements will no longer be mailed out but available via email upon request. Our EHS is completely secure, so you never have to worry about your personal information being viewed or stolen by others.

Here's how it works:

1. We securely save your credit or debit card before or during your visit.
2. We work with your health plan to determine your payment amount for the visit.
 - a. **Self-Pay or Copay.** If you pay out of pocket or it is determined by your insurance plan that you have a copay, your card will be charged within 5-business days of your session.
 - b. **Deductible or Coinsurance.** If it is determined that you owe a deductible payment or coinsurance, your card will be charged within two weeks of receipt of the Explanation of Benefits (EOB) from your insurance provider.
 - i. Deductible/Coinsurance payments will process twice per month.
3. We email a statement receipt upon request.

Best,

The Family Development Center Staff
(651) 330-3434