

INSURANCES WE PARTICIPATE WITH

We are pleased to participate with the following insurance companies as a contracted provider. These companies have proven to be fair in the negotiating process and have, since then, shown themselves to conduct business with integrity.

*DirectCare America
Medicare*

Anthem Blue Cross/Blue Shield

Traditional Ohio Medicaid

Ohio Health Choice

Medical Mutual

Aetna

United HealthCare

Flora Midwest

Emerald HealthCare

If you do not see your insurance company listed above, it does not necessarily mean we cannot see you, but merely they will pay at a different fee schedule. We have attempted to negotiate with almost all insurances in Richland County. Some are unreasonable in their expectations of what the physicians should be willing to accept, thus making it impossible to participate with them.

It is YOUR responsibility to know your benefits.

COMPLIANCE STATEMENT

This office is committed to:

- Adherence to all payer rules and regulations in regard to billing for services rendered and receiving payments for those services rendered.
- Elimination of fraud and abuse within the healthcare system by doing our part to ensure that it does not take place in this office
- Promotion of fair billing practices by rendering services to the general public in our community regardless of their race, color or origin
- Streamlining healthcare costs by implementation of advanced information technology and obtaining peak efficiency with organization and good workflows.
- Giving our patients the highest quality of care utilizing the latest technology and educating our staff in these techniques.
- We hold to the highest standards and expectations of our staff in taking care of our patients and adherence to our policies and procedures.

If, for any reason, you feel that this commitment is not being adhered to by this office, please inform Chris Koehler, Office Manager, at 419-756-4999.

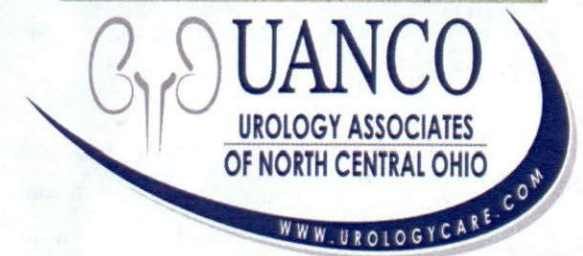
We are pleased to announce our successful completion of the AAAHC Accreditation process. This means we have passed a series of rigorous and nationally recognized standards for the provision of quality health care. For more information visit www.aaahc.org.

Accredited by the



ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.

EXPLANATION OF OUR BILLING PROCESS



Medical Information Technology Consultants
dba Urology Associates Facility

675 Bally Row

Mansfield, Ohio 44906

419-756-4999

Fax 419-756-4949

Toll Free 1-800-549-5741

billing@urologycare.com

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WHAT YOU CAN EXPECT

1. You are responsible for payment of co-payments and deductible amounts at the time of service.
2. We bill your insurance provider next for the charges from your visit to Urology Associates of North Central Ohio. Charges that aren't yet in our system and charges for health care services you may receive at Urology Associates after the first visit will be billed to your insurance separately.

If your insurance information we have is not accurate, and you have not updated us, please call 419-756-4999 and notify us of the change immediately.

3. Then we bill you. Although we can't guarantee how soon we'll hear from your insurance provider or how much of the costs they will cover, you should expect a billing statement from us approximately 30 to 60 days from now and monthly, thereafter. The billing statement will show:

- What services were provided
- The cost of service
- Which services were covered
- How much you owe
- When your payment is due

You may receive more than one billing statement from us until all charges are accounted for. Please be considerate of our costs, and pay your bill in a timely manner. Sending statements is costly and contributes to high overhead.

SECONDARY INSURANCE

Regardless of who your primary insurance provider is, we will bill your secondary insurance as a courtesy. Save all of the payment information you receive from your primary insurance company. If we are unsuccessful in collecting payment from your secondary insurance, you will need the payment information in order to pursue them. This is ultimately your responsibility.

Other Charges

Regarding medical charges, you may be billed separately by other providers in conjunction with services we provide to you, such as laboratories, pathologists, hospitals and other physicians.

We work in conjunction with the following other healthcare providers to provide excellent healthcare to our patients.

- MedCentral Health System, Mansfield & Shelby, Ohio www.medcentral.org
- Mansfield SurgiCenter, a freestanding outpatient surgery center
- Ashland Samaritan Hospital, Ashland, Ohio
- American Kidney Stone Management, Inc.
- Riverside Methodist Hospital, Columbus, Ohio
- Grant Hospital, Columbus, Ohio
- LabCorp
- OurLab
- Mansfield Pathology
- Anesthesia Associates
- Other physician's offices that may do surgical assisting for us
- Mansfield Diagnostic X-ray and Imaging

MEDICARE CLAIMS & 2ND INSURANCE

If your primary insurance provider is Medicare, we will bill your secondary insurance. Many claims are automatically submitted to your secondary insurer directly by Medicare. If your secondary insurance does not participate with Medicare for automatic claim submission, we are able to use an automated technology that ensures your secondary insurance claim is submitted with a copy of all the required information from Medicare.

When paper claims are required, the handling of these claims requires two pieces of paper (the claim form and the Medicare explanation of payment) that must stay together at the insurance company. Many insurance companies do not manage this task successfully. We perform the task of billing your secondary insurance as a service to you. However, you remain financially responsible for the payment of these services. After we hear from your primary insurance, we will bill and expect to hear from your secondary insurance within 60 days. After that time, we will send you a copy of the standard insurance claim form to allow you to pursue your insurance benefits, and we will bill you directly for payment of those charges.

Billing and following up for payment from your insurance is provided by this office as a service to our patients. We ask for your cooperation. Ultimately it is your responsibility to assure payment.