

Donald D. Davenport Jr., D.O.

Explanation of charges and the payment policy

We appreciate the trust that you have placed in our practice by asking us to perform your surgery. We will do our absolute best to make the experience a positive one. This is an outline of our billing and collection process. For further details, please call Jan in our office at 432-580-8330. For information about hospital charges, please contact the hospital billing office.

As surgical specialists, we charge a consultation fee for an office visit or inpatient evaluation. This represents our medical evaluation, review of diagnostic tests, and decision-making. For each procedure or operation that is performed, the surgeon charges a separate fee. Many times the surgery requires an assistant. If one of our staff is the assistant, you will be billed an assistant fee from our office as well. Routine follow-up after some operations is included in the surgical fee.

The charges from our office are usually only a percentage of your total charges. The hospital fees, anesthesiologist, etc... make up the rest. Even if you have insurance, you, the patient, are ultimately responsible for the bill. However, to simplify the process for you, we will submit charges to your insurance directly. Our fees are generally set at a contracted rate that varies by insurance plan. To get this rate, the surgeon must be a preferred provider in your plan. **You are responsible for verifying this.** You should also call the insurance company and inform them of the procedure you are having and make sure you are covered.

Prior to surgery, we will contact your insurer to obtain pre-certification and verify your benefits. This process does not guarantee payment from the insurance company. We will also estimate your out of pocket expenses based on your deductible, coinsurance and coverage, and ask that you pay this before the procedure.

After your surgery we will send a claim in to your insurance carrier. Once they have paid their portion, we will send you a statement indicating the balance that you owe, if any. We expect payment within 30 days. **Please call our office if you do not understand the statement.** Because of labor and material costs, if no attempt to pay has been made within 90 days, the account will automatically be turned over to a collection agency and will adversely affect your credit report. If you have a special circumstance, you may contact Jan directly to make arrangements and avoid being placed in collections.