

## **BILLING QUESTIONS & OUT OF NETWORK REMINDER**

This form was created to assist you with questions after you leave the center. Before your procedure, you are informed of many things related to your health and financial obligations. We know that patients and families do not remember everything and once they receive their EOB (this is the insurance explanation of benefits), you might have some questions and concerns. Please remember we are an out of network facility.

When you see your charges and the insurance EOB this is not the final resolution of your charges. Briefly below is the process.

1. Billing will post the charges to your account
2. Insurance is billed and follow up is done on the account
3. Insurance payment is received and payment is appealed if claim was not paid correctly by insurance co
4. Adjustment/write off as needed by the billing
5. Final billing with the payment posted, adjustments and balance due if any.
6. Statement sent if co-pay/ deductible was not collected in full on date of service
7. This is the time you might want to call the billing company, for a detailed explanation, if necessary. Please remember, Insurance companies do not like patients to go out of network so they will make comments like, "you know they are out of the network and this is why you have this bill" this is not true. Please call us before you panic.

### **Bills you will be receiving and explanation of the service:**

1. Facility - Ambulatory Surgery Center
2. Physician - Professional Fee for the procedure
3. Anesthesia - Professional Fee for the procedure, if applicable
4. Pathology - Specimens during your procedure are sent to Pathology company for processing, if applicable

### **Contact Phone Numbers will be on every statement you receive.**

1. La Peer Surgery Center Billing - (310) 360-9119
2. Anesthesia [General Anesthesia Specialist Partnership] - (213) 637-3700
3. Pathology
  - a. Cedars Laboratory & Pathology - (866) 822-0877
  - b. Sterling Pathology - (310) 947-9930 [Shawna]
  - c. GI Pathology - (888) 244-7284
  - d. UCLA Pathology - (310) 301-8720

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Patient Signature

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Date