

## INSURANCE AND BILLING INFORMATION

We the staff at Upstate Cardiology are committed to providing you with the best possible service we can. We will be glad to discuss our professional fees or policies with you at any time. Please feel free to call our office if you have any questions regarding our fees or policies.

- We want our patients to understand their benefits and will help in that process as much as possible. This includes verifying that your physician at Upstate Cardiology is a participating provider with your insurance carrier. It is advisable that you call your carrier to make sure our physicians are listed with your plan. However, we do participate with most insurance carriers, Medicare and most Medicare Advantage plans and Medicaid plans.
- If your insurance company requires a referral from your primary care physician, we will work with you and your primary care physicians to obtain this referral.
- If you require a hospital procedure or diagnostic test, we will call your insurance carrier and obtain pre-certification for you. In some instances, your primary care physician will obtain an appointment for you to have a procedure done without a prior consultation and we will work with the primary care physicians to obtain pre-certification for patients we have never seen before.
- We file all primary and secondary claims to all carriers. Within a few weeks after your care, you should receive a notice from your insurance carrier that provides you with an explanation of how much of the bill insurance covered and how much of the bill, if any, is patient responsibility. We ask if you have not heard from your insurance carrier within 30 days, please follow-up with them to see why your claim has not been paid. Please let us know how they respond so that we can work together to resolve any issues that delay payments.
- We expect all co-pays, deductibles, and co-insurance be paid at time of service.
- We file all claims and post payments received on a daily basis.

How to contact our billing/collections department:

Billing Phone # 235-6977

Financial Counselor Phone # 235-2664

Main Office # 235-7665

Payment Address:

Upstate Cardiology

2 Innovation Drive

Suite 400

Greenville, SC 29607