

WILLIAM J. LITTMAN, M.D., P.C.
1419 Baddour Parkway Lebanon, TN 37087

FINANCIAL POLICY

Dr. Littman and his staff are pleased to welcome you to our facility. We hope that your visit will be a pleasant one. In the more than 20 years that our practice has been providing health care services to Wilson County and surrounding areas, the business of providing health care has changed tremendously. The practice of William J. Littman, M.D., P.C. believes that a good physician/patient relationship is based upon good understanding and communication. These financial policies have been developed in an effort to remove any misunderstanding that may arise regarding a patient's account. These policies are also designed in an effort to enable us to continue providing state-of-the-art patient care in a cost effective manner. If you have any questions or do not understand any of these policies, please feel free to ask one of our patient billing representatives.

REGISTRATION

Upon arrival to our office, the receptionist will verify your insurance and demographics and collect your co-pay and any previous balance due on your account. Our office requires a picture I.D. on all accounts to verify your identity. At each subsequent visit, the receptionist will verify your insurance and demographics. All co-pays are due at the time of service. It is extremely important that this information be kept up to date. Once a year, you will be asked to complete a new demographics form in accordance with the insurance company standards.

PAYMENT FOR SERVICES

Payment for services provided to you is ultimately your responsibility. For your convenience, we accept cash, personal checks, Visa and MasterCard. In addition, if you have health insurance, we will gladly file a claim with your health insurance company. If you will be using your health insurance to settle your account, you must present your current insurance card at each visit. This is a requirement of your insurance company. It also enables us to have the most current information about billing your insurance company. Your insurance company also requires us to collect any applicable co-payments at the time of check in for your appointment. William J. Littman, M.D., P.C., has agreements with several insurance companies, which require us to bill them for services provided to you, and accept as payment, the amount specified in the agreement. You will be responsible for all amounts approved but not paid by them including amounts denied for non-covered service and deductibles. Under state law, your insurance company has thirty days in which to process and pay the claim, request more information, or deny the claim and notify us of the decision. If they have not notified us within 90 days, you will receive a bill for the balance and will be asked to notify your insurance company regarding the status of the claim payment.

SELF PAY

If you are self-pay, you will be expected to pay the day's charges on the day of the service. There may be additional charges for tests and other services rendered subsequent to your visit. You will be billed for these items.

AUTO INSURANCE/LEGAL CLAIMS

If you are seeing a physician as a result of an auto accident or other injury related to a legal claim against a third party, you will be considered a self-pay. We will not file a claim with your auto insurance company or await a court settlement to be resolved.

WORKERS COMPENSATION

Under certain circumstances, Dr. Littman may provide services under workers compensation plans. If you need to see Dr. Littman for an injury related to your employment, please have your employer or workers compensation case manager make the appointment. You will need to provide us with the case number as well as the address to which the bill is to be sent.

BILLING STATEMENTS

We have designed our billing statements to reflect the individual charges billed, the payments and adjustments related to those charges, and the balance due. These statements will also reflect any amount due from you. Patients with a personal balance will receive a monthly statement showing the specific amount due. These balances are due upon receipt. Due to a 2-3 day lag in the posting, you may receive a balance for an amount that you have already paid. If this is the case, contact our office to verify the payment has been posted since your statement date.

PAST DUE ACCOUNTS

Past due accounts cost both time and money; therefore patients with delinquent accounts will be required to make payment at the time of service. If you are unable to make mutually agreeable payment arrangements, we will be glad to reschedule your appointment. Our office does not currently charge interest on past due accounts. Therefore, we expect a satisfactory and timely payment or payment arrangement on past due account balances. Our patient account representative will meet with you to arrange a payment plan should you need one. Seriously past due accounts - those older than 90 days or those failing to honor agreed-upon payment terms - will be sent to a collection agency. If your account is sent to a collection agency you must pay all past due amounts before subsequent appointments can be scheduled. Additionally, you can be dismissed from our practice for financial matters and will have to seek healthcare elsewhere.

BILLING QUESTIONS

Questions or concerns regarding your account or insurance claim should be directed to our Patient Billing Services Department. Our highly trained experts in this department have been instructed to make every effort to clarify any misunderstanding or confusion you may have regarding your account. Please notify us immediately if you feel an error appears on your statement or if you have any questions or concerns.

CHARGES

William J. Littman, M.D., P.C., is committed to providing the best treatment for our patients, and the amount we charge for our medical care is usual and customary for our area. William J. Littman, M.D., P.C. will accept assignment for all insurances for which a contract is active. This means that the office will write off the contractual adjustment assigned by the insurance company and bill the patient only the portion the insurance allows. This includes all commercial, TennCare and Medicare plans.

UNCANCELED APPOINTMENTS

Please give at least 24-hour notice (one business day) if you will not be able to keep your appointment.

Thank you for allowing us the opportunity to serve you.

Office Telephone: (615) 444-0465