

Thank you for choosing OHC as your specialists in cancer and blood disorders. We are committed to providing you with the highest-quality and affordable health care. Please review this policy and let us know if you have any questions.

- 1. Insurance.** OHC participates in most insurance plans in the area, including Medicare. All patients must complete a Patient Information Form before seeing the doctor. We must also obtain a copy of your driver's license and proof of insurance coverage. During check-in at every visit you will be asked to present the insurance cards for all insurances you have (primary, secondary, etc.) as well as any pharmacy benefit cards. Additionally, it is your responsibility to promptly notify us of any changes to the insurance information you have provided us. Please contact your insurance company with any questions you may have regarding your coverage or benefits.
- 2. Patient Co-payments and Deductibles.** Co-payments must be paid at the time of service to our front desk staff when you check in. Additionally, it is your responsibility to ensure that deductibles and co-insurances are paid in a timely manner. This arrangement is part of your contract with your insurance company.
- 3. Claims Submission.** We will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their request.
- 4. Patient Foundation Assistance.** OHC works with many foundations and drug companies that offer various kinds of assistance. You may be contacted by your financial navigator from OHC, or from our partner organization, McKesson Patient Assistance Support (PAS), regarding assistance programs for which you potentially qualify. For more information about foundation assistance or to apply for assistance, please call toll-free 1-888-649-4800.
- 5. Nonpayment.** Balances are expected to be paid in full. OHC may offer a payment plan to resolve balances in a timely manner. Please be aware that if a balance remains unpaid, we may refer your account to a collection agency.
- 6. Forms of Payment.** We accept cash, personal checks, MasterCard, Visa, American Express and Discover. We accept cards for flexible spending accounts (FSA) or health saving accounts (HSA). OHC offers the ability to set up automatic electronic one-time or monthly payments through our website. Go to [ohcare.com](http://ohcare.com) and click on "Pay Your Bill" in the top left corner of the home page, or call toll free 1-888-649-4800.
- 7. OHC financial navigators** are here to help you and happy to meet with our patients to answer any questions they might have.

OHC is committed to providing the best experience possible for our patients. As a patient of OHC, you are ultimately responsible for understanding your insurance benefits, applying for financial assistance, and meeting your financial obligations. As your partner, we are here to help you however we can throughout that process. Our prices are representative of the usual and customary charges for our area.

If you have questions regarding this policy, please call 1-888-649-4800 to speak with one of our financial navigators.

**Question: Can you help explain my billing statement to me?**

- Answer:**
- The **charges** column shows the total dollar amount that OHC has billed to your insurance company.
  - The **insurance (payments & adjustments)** column tells you the total amount of money your insurance company has made on your behalf and any costs they have decided not to charge you.
  - The **patient payments** column reflects the payments you have made for this office visit.
  - The **balance** column is the amount the patient stills owes after all insurance claims have been processed.

At OHC we understand billing statements can be confusing at times. Our patient accounts department is here to serve you and answer any questions you may have. Please feel free to call our toll free number at: **1-888-649-4800, press option 5.**

We appreciate the opportunity to care for you.

OHC Patient Accounts Services