

Billing Policy

Payment is required at the time service is rendered. We encourage you to contact your insurance and inquire about your major medical portion for DME (Durable Medical Equipment) services prior to your visit. Our participating providers include Blue Cross of Idaho, Idaho Physicians Network, Pacific Source, Regence Blue Shield, and Tricare, among many others. We submit claims to all other insurance companies including Medicare and Medicaid, however we do not bill or process auto insurance claims.

If the service being provided to you is **under \$200**, payment is required **in full** at the time of service. We will submit a claim to your insurance company on your behalf.

If the service being provided is **over \$200**, we will collect any unmet deductible and your co-insurance prior to any services.

At time of delivery, your insurance will be billed. **NEITHER YOUR INSURANCE NOR BROWNFIELD'S CAN GUARANTEE PAYMENT**, therefore if your insurance does not pay as you or Brownfield's expects, then the deficient amount is your responsibility and must be paid within 60 days of the service. Any overpayment will be refunded to you. If payment in full is not received within 60 days of the date of service, we will send you notice, by mail, that your account is past due. If payment is not received promptly, your account may be referred to a collection agency unless a payment plan has been approved by Brownfield's Patient Financial Services. A 2% interest rate will be charged monthly on delinquent accounts (\$5 minimum). If your account is referred to a collection agency, it cannot be retrieved and your credit rating may be damaged.

For your convenience, we accept VISA, MasterCard and Discover as well as personal checks. A \$30 service charge is assessed on all returned checks.

If custom products are required and are not covered by insurance, Brownfield's requires a 50% deposit before placing an order or beginning manufacture. **ALL CUSTOM MADE AND CUSTOM FIT ITEMS ARE NON-REFUNDABLE.**

If you need financial assistance, we can provide you with information on outside lending agencies, Care Credit and Parasail. For information go to their websites at www.carecredit.com and/or <https://app.parasail.com/partners/brownfields-prosthetics-orthotics/>.

Help us help you: Please make sure to keep your Brownfield's records up to date with your most current insurance information, address, and phone number.