



INSURANCE AND FINANCIAL POLICY

Our commitment is to provide compassion and excellence at every patient encounter. We work hard to ensure all procedures are covered by your insurance. We accept most insurances including, Medicare, all Medicare replacement plans, and most commercial insurance plans, if you have questions about your particular insurance company please call our office.

Our Insurance Specialists are Certified Professional Coders through AAPC and they maintain continuing education credits with several classes and seminars throughout the year.

The billing team is available Monday-Friday 8:00am – 4:00pm to help with any questions or concerns regarding your billing statements or claims questions. Call today at 502-916-3153.

Insurance information is obtained at your first visit and you are responsible for letting our staff know about any insurance changes that may occur during your treatment with us. We do offer a cash pay option. Visa, Discover, and Mastercard are all accepted.

Any copays, co-insurances, or deductibles will be due at the time of your service.

Our staff will estimate your benefits for all major procedures and injections before they are scheduled. The actual out of pocket cost could increase or decrease from the estimate you received after the claim has been paid. Most insurance companies respond within four to six weeks after receiving your claim. Any remaining balance after your insurance has paid is your responsibility. We will issue you a statement reflecting your balance and your prompt remittance is appreciated.

If your account has a credit balance after the insurance has paid, we will issue you a refund.