

NEXT STEP ORTHOPAEDICS, INC.

FINANCIAL POLICIES

- NEXT STEP WILL OBTAIN AND VERIFY ALL INSURANCE INFORMATION BEFORE SERVICES ARE RENDERED.
- NEXT STEP WILL OBTAIN AUTHORIZATION FOR SERVICES AS NEEDED BEFORE PROVIDING SERVICE TO THE PATIENT.
- NEXT STEP WILL INFORM THE PATIENT OR GUARANTOR OF ANY PATIENT RESPONSIBILITY BEFORE SERVICES ARE RENDERED.
- NEXT STEP WILL BILL THE INSURANCE COMPANY ON THE PATIENT'S OR GUARANTORS BEHALF.
- NEXT STEP WILL APPEAL MOST DENIALS ON THE PATIENT'S OR GUARANTORS BEHALF.
- NEXT STEP WILL NOT APPEAL DENIALS DUE TO UNINFORMED INFORMATION SUCH AS A CHANGE IN INSURANCE.
- NEXT STEP MAY REQUEST THAT ALL COPAYS, COINSURANCES AND DEDUCTIBLES ARE PAID IN ADVANCE OR AT TIME OF DELIVERY UNLESS OTHER PAYMENT ARRANGEMENTS HAVE BEEN MADE PRIOR TO SERVICES.
- NEXT STEP PAYMENT ARRANGEMENTS MUST BE MADE PRIOR TO ALL SERVICES RENDERED AND WILL NOT EXCEED A SIX MONTH PERIOD. ARRANGEMENTS ARE MADE BASED ON THE AMOUNT OF THE PATIENT RESPONSIBILITY.
- REFUNDS ARE RELEASED UP TO 45 DAYS AFTER ALL PAYMENTS HAVE BEEN DEPOSITED BY NEXT STEP ORTHOPAEDICS, INC.
- NEXT STEP MAY NEGOTIATE OR DISMISS A PATIENT'S OR GUARANTORS RESPONSIBILITY DUE TO HARDSHIP. A LETTER FROM RESPONSIBLE PARTY WITH COPIES OF RECENT PAY STUB, AND ALL MONTHLY EXPENSES ARE REQUIRED FOR REVIEW BY OFFICE MANAGER.
- NEXT STEP WILL EXHAUST ALL ATTEMPTS TO OBTAIN FINANCIAL SETTLEMENT FROM THE INSURANCE CARRIER BEFORE SENDING A BILL TO THE PATIENT.
- THE PATIENT OR GUARANTOR HAS 15 BUSINESS DAYS TO SETTLE HIS OR HER ACCOUNT AFTER THE DATE ON THE FIRST BALANCE DUE LETTER. AT THIS TIME TWO OR MORE REMINDERS MAY BE SENT BEFORE SENDING ACCOUNT TO COLLECTIONS.
- ONCE AN ACCOUNT IS SENT TO COLLECTIONS, THE PATIENT MUST DEAL DIRECTLY WITH THE COLLECTION AGENCY FOR THAT DATE OF SERVICE. **NEXT STEP CANNOT SETTLE OR ACCEPT ANY OFFERED ARRANGEMENTS AT THIS POINT.**

