

BILLING INFORMATION LETTER

Welcome to Comprehensive Rehab! In our continued effort to make your experience at Comprehensive Rehab as smooth as possible, we want to keep you informed as to what we need from you regarding your insurance information. We also want to inform you of our billing process, so if you have any questions you may have a better understanding of what we expect from you and what you can expect from us.

We will file your insurance claims to your insurance company for services rendered by Comprehensive Rehab. In order for us to do this, we will need the following information from you:

- Current copy of your insurance card.
- Patient Information Sheet, which includes the Consent for Care/Assignment of Benefits

As a courtesy to all of our patients, we do verify your insurance coverage benefits for you and we will review the “quote of benefits” with you. We do want you to be aware that when we review these benefits with you as indicated from your insurance company that they are only a “quote of benefits” and not a guarantee of payment by your insurance company. Ultimately, responsibility for payment of services is yours. We will do everything we can to assist you with your insurance company in order to obtain payment from them through your benefit plan.

If you have secondary, supplemental or tertiary insurance coverage we will also file these claims for you if you so desire. You will also then need to inform us of that coverage as well.

You should receive an explanation of benefit(s) from your insurance company indicating whether payment was made to us for your services and it should also show your balance, which is your responsibility to pay. An explanation of benefits from your insurance company is **not** a bill from Comprehensive Rehab. We will send you a statement indicating the charges for the services as well as payments or denials received from your insurance company. This statement will indicate a patient balance due as well as what is still outstanding to your insurance company waiting for payment. If you are unable to pay your balance in full upon receipt of this statement, you may contact our Patient Accounts Staff to set up a payment plan.

If you have specific questions regarding our billing services, please call our Patient Accounts Staff and they will be happy to assist you in any way they can.