



Policy Name:	Patient Financial Policy
Policy Number:	F.1.
Policy Owner:	CBO
Date Created:	12/19/2018
Endorsed by and Date:	CBO Task Force, 12/08/2020
Approved by and Date:	CGB,
Date Effective:	01/21/2021
Date Revised:	

Purpose:

- To outline the Square Care Patient Financial Policy (located in Patient Registration Form Financial Authorization”) which Square Care patients must agree to and adhere to when joining our practices.

Policy Statement:

- This policy details different ways in which costs associated with services rendered may become the patient’s financial responsibility, including balances remaining from insurance reimbursement (deductibles, co-payments, co-insurance), Worker’s Compensation, and lack of insurance coverage.

Audience:

- Patient, Physician, Non-Clinical Care Center Staff, CBO staff.

Definitions:

- Non-Clinical Care Center Staff—The practice-level employees responsible for front and back-end revenue cycle processes including registration, claims submissions, billing, and patient financial account auditing.
- CBO staff—All employees of Square Care’s Central Billing Office.
- HSA—Health Savings Account

Policy:

- Square Care is strongly committed to providing the highest level of medical care. It is the policy of Square Care to bill insurance carriers with whom we are contracted. However, patients are ultimately responsible for ensuring that payment is rendered for services provided by Square Care providers. As such, patients are required to place a credit card, flex card or HSA card on file to pay for any self-pay balances due. Patients with a card on file will be notified by email when a balance has been identified as a self-pay balance. Patients will have 5 calendar days to contact the Square Care Patient Service Representative (CBO staff) if alternate payment arrangements are desired. After this period, the self-pay balance due will be charged to the card on file and a receipt will be emailed to the patient.
- In the event that Square Care is not contracted with a carrier, if the visit is the result of an injury obtained in a motor vehicle accident, if the patient becomes uninsured, or if the patient is involved in a personal injury suit, the patient will be required to pay as services are rendered. Patients who are not insured by a contracted insurance carrier must place a credit card on file to pay for self-pay balances due as they are incurred. Square Care accepts cash, check, Visa, MasterCard, Discover and American Express, and offers a payment portal through our website at www.squarecarehealth.com.



The patient is required to acknowledge the following:

- A patient's insurance policy is a contract between the patient/employer and the insurance company. Square Care will not become involved in disputes between the patient and insurer regarding covered benefits, deductibles, co-payments, coordination of benefits between carriers, and "usual or customary" rates. Square Care will only supply information to facilitate claim processing and will rely on the accuracy of information the patient provides, as well as information communicated from their insurance company.
- Square Care has prior arrangements with many insurers and health plans to accept an assignment of benefits. This means that we will only hold the patient responsible for the portion of the bill that the insurance company assigns as patient responsibility based on confirmed policy benefits (deductible, coinsurance, co-pay), for all covered, in-network services. Co-payments, estimated out-of-pocket amounts (based on current deductibles and co-payments), prior balances, and non-covered services are due at the time of service. The patient will be billed for any additional amounts following claim processing by the insurance carrier.
- All charges are ultimately the patient's responsibility. In the event the insurance carrier does not remit payment within 90 days, the balance may be transferred to patient responsibility, unless contractually bound otherwise. If any payment is made directly to the patient for services performed by Square Care physicians, the patient recognizes an obligation to promptly remit payment to Square Care for that amount.
- Failure to resolve balances in a timely manner will result in referral to a collection agency. The patient will be responsible for all costs of collection monies owed, including a 20% collection agency fee, court costs, and attorney fees. Additionally, non-compliance with the policy may restrict patient access at Square Care locations for future medical services not associated with their current episode of care, until resolved.
- Square Care will review credits every sixty days and will return any refund eligible to the guarantor at the address on file. If the original payment was made using a flex or HSA card, it is the responsibility of the patient to refund the appropriate plan per plan guidelines. Credits will not be released if open claims are on file, or the account is in collection status.
- In the event that the service(s) rendered to the patient is considered related to a Workers' Compensation claim, the patient understands that he/she may be held responsible for payment if the claim is controverted. In the event of litigation, Square Care reserves the right to not accept a lien.
- Square Care understands circumstances which may affect timely payment and encourages patients to communicate any financial challenges promptly so that we may assist in keeping their account in good standing. Square Care offers payment plan options and sliding scale discounts for those who qualify.
- Statements:
 - Patient statements drop every day.
 - After a patient is in an active billing cycle, Square Care sends patients a statement of their bill no more than 35 days after the portion of the claim becomes their responsibility.
 - Self-pay automated reminder calls will be made between statement cycles reminding patients to pay outstanding balances on the patient portal or directly to their rendering provider's practice location.

References:

- CBO Consulting

