

**AURORA DIAGNOSTIC IMAGING, LLC**  
**Billing Policies**

*If you have questions, please let us know so that we may explain items further.  
You may also speak with our Billing Department at 907-352-4360.*

Late Fee ADI may assess a late fee of \$25 on all accounts where a payment has not been made within 30 days.

Patients with Insurance Pre-certification and prior authorization are ultimately your responsibility. Incomplete insurance information means you will be billed, not your insurance. Your insurance is your benefit. As a courtesy, ADI will bill your insurance for you if the proper information and paperwork is provided to us. Since your agreement with your insurance is a private agreement, we do not routinely research why an insurance carrier has not paid or why it paid less than anticipated for care. If an insurance carrier has not paid within 60 days of billing, you may receive a bill from ADI. We do expect to receive payment in full within 90 days after billing the claim. Services that are Non-Covered or Not Medically Necessary and so therefore not payable by the patient's insurance payer are the financial responsibility of the patient.

No Pre-Authorization/Pre-Certification on File Sometimes there isn't enough time between the scheduled study and performance of the study to complete the pre-authorization/pre-certification process. You will be advised if your pre-authorization/pre-certification is not complete. The pre-authorization/pre-certification process must be completed within the time frame specified by your insurance. Please be aware that services denied by your insurance for no pre-certification/no pre-authorization will be your responsibility. If no pre-authorization/pre-certification is in place at the time of your study, you have two options:

1. reschedule the appointment to a later date so that we may complete the pre-authorization/pre-certification process so you will know if the study will be a Covered Study or a Non-Covered Study so financial arrangements for payment can be made.
2. perform the study today with your understanding that you will need to complete the pre-authorization/pre-certification process. This option is risky as your study may be found to be not Medically Necessary. Should this happen, please understand that you will be financially responsible for your non-pre-authorized/non-pre-certified service.

Patients having a study(s) not likely to be paid by insurance ADI will collect on studies not likely to be paid by insurance. Due to our Preferred Provider Organization contract with BlueCross, Aetna, and Medicare, we will bill for these services but payment is still expected in advance. All patients covered by any other insurance will have to bill their own insurance. This policy serves as advanced notice to our patients that some services are most likely not going to be paid by your insurance. Regardless of any insurance non-payment message, you are responsible for the charge. If your billed insurance should for some reason pay ADI after you have prepaid for the service, ADI will reimburse you the insurance payment.

Self Pay and Non-Cash Paying Patients You are expected to make financial arrangements with ADI before the study is performed so you have an understanding of the financial commitment you are making to bringing your account balance to zero. Your account balance must be paid within a time frame that is acceptable and agreed upon by both ADI and you. Typically, for self-pay patients we ask for 25% of the study's fee at the time of service. Special financial arrangements need to be made with the Billing Department.

*(over)*

Any last minute adjustments to financial arrangements previously agreed upon must be discussed with the Billing Department before the study is performed and may cause a delay, or may cause you to reschedule your appointment to a later date. While inconvenient, the benefit of rescheduling an exam(s) to a later date is to allow for time to set up a payment arrangement that is agreeable to both our patient and ADI. Hopefully knowing what your financial commitment is prior to your exam will reduce unneeded stress to you, the patient.

*Patients Paying Cash* To be eligible to pay cash for most services, patients can not have as an active primary insurance, Blue Cross, Aetna, Medicare, Medicaid, TriWest, Veteran's Administration, or workers' compensation. If you *do not* fit in the above insurance categories and you wish to bill your own insurance company or you do not have insurance or your insurance will not cover this service(s), you can receive a 5% discount on the cost of your exam(s) providing you pay in full at the time of service. You must take responsibility for billing your own insurance. ADI will mail you information about your exam so you may attach the information to the claim form provided by your insurance company.

*NSF Fee* Checks returned for non-sufficient funds will be charged \$30.

*Third Party Insurance* ADI will not bill a third party resource (motor vehicle accident or liability) unless we receive a confirmation letter from the third party that states ADI will be paid upon submission of the claim for services rendered. Submitting claims is expensive and most of these claims are not immediately payable.

*Workers' Compensation Claims* ADI will bill your WC insurance if you provide us with the necessary information to bill. This includes the WC carrier name and address, the date of injury, the claim number related to the date of injury, and the adjuster's name and phone number so we can call and make sure your claim is 'Open and Billable'. This also lets the WC adjuster know they can expect a claim for the service(s) you had with us.

*Lien Accounts* We must have a Lien for Health Care Expenses form completed with dates and signatures by you and your lawyer before a lien may be set up. All successive studies that may be ordered after the initial lien service must be approved by the lawyer of the lien before the visit can be attached to the current lien. The Billing Department can assist with this process. Please understand that your benefit is the study ADI performed for you. As such, you are ultimately responsible for all fees associated with the services rendered to you even though you have signed a lien.

*Collections* In the event your account goes 120 days without payment, it may be assigned to a debt collections agency. Once the account is with the collections agency, payments must be made to the agency and they may charge interest.

*If you have questions, please let us know so that we may explain items further.  
You may also speak with our Billing Department at 907-352-4360.*