

ENTAA Care Billing Policies

We make every effort to reduce your out-of-pocket expense and increase the convenience of your medical care by participating with most major insurers and submitting your claims for you. Where applicable, it is the patient's responsibility to pay for any deductible amount, co-insurance and other balances designated by his or her insurance company.

Our office policy is to collect payments for all services at check-in or prior to the service being rendered.

This will include applicable copays, as well as payments toward deductibles. New patients with deductibles that have not been met will be asked to pay a deposit of \$200 toward their services. Established patients will be asked to pay a deposit of \$50. If you are not prepared to pay your expected copay or deposit toward your deductible at check-in, you may be requested to reschedule your appointment. Any type of payment or nonpayment does not constitute a satisfactory "payment in full" for your services. That determination cannot be made until your health insurance carrier processes your claim and determines your out-of-pocket expense.

A printed receipt is offered for all payments at the front desk at the time of your payment. Should you require additional information regarding your payment for flex spending or HSA/HRA reimbursement purposes, or should you need to send a claim in on your own, please contact the billing department and we will provide you with any necessary information.

Accounts over thirty days aged are considered past due. Arrangements may be made with an account representative to assist you with a satisfactory schedule of payment in an effort to accommodate your individual financial circumstances. Delinquent accounts over ninety days aged may be referred to an outside collection agency. By reducing the complexities of payment, we hope to expedite the delivery of superlative healthcare.

Cancellation Policy:

ENTAA Care charges a fee of \$25 for standard office visit appointments that are missed or not cancelled within 24 hours. If you are scheduled for specialized testing or services in which your appointment is scheduled for a half hour or more (ENG, Voice Therapy, Physical Therapy, Nutritional Counseling, Allergy Testing, etc), the cancellation fee increases to \$50 for a missed appointment.

If you have any questions concerning fees, insurance policies or processing, please call 410-760-8840, then press star (*), three (3) to reach a dedicated Billing Account Representative.