

## **TRAVERSE HEALTH CLINIC BILLING & COLLECTION INFORMATION**

Thank you for choosing Traverse Health Clinic. As a community health center, we serve everyone, regardless of insurance status or ability to pay. We are not a free clinic and are required to collect payment for services. Patients will not be denied care if unable to pay. We offer a sliding fee scale with reduced charges for those who qualify. We can also set up a payment plan and we can help you explore insurance options.

### ***If You Have Insurance Coverage:***

- We can bill all insurances; we just need a current copy of your insurance card.
- If your insurance does not cover the total cost of your visit, such as co-pays, coinsurance & deductibles, we expect you to pay that balance **OR** make payment arrangements.

### ***If You are Uninsured (or Underinsured):***

- If you do not have insurance, payment is expected on the date of your appointment **OR** you need to make payment arrangements.
- You may qualify for our sliding fee (discount) schedule, based on income. Ask staff.
- Also, if you pay for your service at the time you receive it, you may qualify for a discount, if you pay in full. (Insurance co-pays do not qualify for a discount)
- We can also help you explore insurance coverage options.

If you are experiencing financial challenges we may be able to help. You can meet with our Enrollment & Eligibility Specialist to discuss insurance coverage options, sliding fee discounts, payment agreements, etc. We will work with you!

### ***Billing Statements:***

- Statements are mailed monthly. Your balance is due when you receive the statement. If you cannot pay your balance, please call us! We can set up a monthly payment plan that you can afford.
- If you cannot make your monthly payment, please call our Billing Department at 231-935-0799. We will work with you!

*If you have a balance that is 120 days old, and you have not communicated with our billing department and/or made payment arrangements, your account will be turned over to a collection agency.*

**If you have questions or would like to speak with our billing staff,  
please call 231-935-0799.**

**WE ACCEPT ALL FORMS OF PAYMENT  
EXCEPT AMERICAN EXPRESS**

**SEE OVER**

## **TRAVERSE HEALTH CLINIC AUTOMATED MESSAGES (Robo Call) INFORMATION**

Traverse Health Clinic offers periodic electronic communication to contact our patients. Specifically, we are able, if you agree by completing and signing acknowledgement form, to send an automated (Robo) call or text to your cell/wireless phone, or an automated (Robo) call to your land line at home.

***We use automated calls or texts to your cell phone or an automated call to your land line phone at home to:***

- remind you of and confirm appointments
- let you know about health matters, or if you are due for a health service, like immunizations or a flu shot
- let you know if your prescription has been sent to the pharmacy
- let you know of upcoming events that may relate to your health

***We DO NOT Use Automated Electronic Communication (like Robo Calls) With An Automated Message For Things Like:***

- advice about a personal health matter
- prescribing or changing medication

***If there is a personal health issue to discuss with you, one of the clinical staff members will contact you; it will not be an automated call.***

**There Are Several Things That Could Happen If Traverse Health Clinic Sends You An Automated Call or Text Message.** Several of those are:

- Someone other than you could read your text message or listen to the voice message on your phone if that other person has access.
- There may be a cost to you to receive the phone message or text (refer to your phone plan).

You are asked to

**Patient Acknowledgement & Agreement to Receive Automated Phone Voice and/or Text Messages**

1. I have read or had this information explained to me and I understand it.
2. I understand it is my choice to use or not use this type of communication.
3. I understand that there may be a cost to me to receive a phone message or text.
4. I understand that I can stop this type of communication whenever I want to by calling Traverse Health Clinic at 231-935-0799 and telling staff I wish to stop.
5. This agreement does not end unless Traverse Health Clinic stops providing this type of communication or you inform us that you no longer wish to receive these messages.
6. I understand that I will get the same care at Traverse Health Clinic whether I agree or not to receive these messages.

**SEE OVER**