

Insurances, Health Plans and Medical Benefit Programs: US participates with many insurance plans. Please call your insurance company at the telephone number provided on your benefit card, and your insurance company can inform you if we participate in your insurance, or if they will authorize you to receive care from Urology Specialists as an “out of network provider”.

For insurances that we participate with: We will bill your insurance for you, and accept the contracted payment rates. For office services, we will collect your co-payment at time of service. Insurance payment rates may include a portion to be paid by the patient, and if so, we will invoice you. If the insurer does not provide payment in full according to the contracted amount, the balance of charges is the responsibility of the patient. You are responsible for any amounts the insurance plan deems not covered (or a non-covered benefit), up to the entire amount.

For insurances that we do not participate with or “out of network provider” or “non-par provider”: We do see patients whose insurance US does not participate with or whose insurance lists USC as out of network. We will provide a receipt and documentation enabling you to seek reimbursement by your insurance. As a courtesy to our patients, we will submit claims to non-participating insurers or health plans; however we cannot extend a discount. Payment in full is required. You are responsible for any amounts your insurance does not pay.

If we do not hear from your insurance company: If we do not receive payment or rejection from your insurance company in a timely manner, we will transfer the balance to your responsibility. We request your assistance in following up with your insurance company to resolve any non-payment issue.

Our providers recommend care based on the patient’s best interest, which is independent of insurance coverage issues. We cannot know the benefits and exclusions of each patient’s coverage. Contact your insurance company or employer for this information.

Additional Information and Fees

- There will be a \$30.00 fee assessed for all checks returned unpaid by banks.
- Prescription renewals are best completed during your office visit. If you need a prescription refill between office visits, it is best to request of your pharmacy, who will contact us for authorization. If appropriate to refill the prescription, we will provide this authorization within 24-48 hours, Monday through Friday between 8:00 a.m. and 4:00 p.m.
- We request at least a 24 hour advance notice if you will be unable to keep your scheduled appointment (please call 605-336-0635 as soon as possible). Our policy is to charge \$25.00 for missed appointments unless canceled at least 24 hours in advance.
- Completing disability insurance forms and employer forms is not a medical service and is not paid by insurance. There is a \$25.00 fee for completing these forms. Please allow at least one week for completion. Please provide a pre-addressed envelope for mailing or a FAX # if requested.
- There are also fees for copying medical records, except when for continuation of care. A legal release is required. Please allow at least one week for records to be released.

We thank you for choosing our physicians, physician assistants, and staff as a partner for your healthcare needs. As always, providing high quality healthcare to you is and remains our primary purpose. If you have any questions about this information, please feel free to call our Business Office at 605-336-1940 for more information.