

## Collections Process and Payment Arrangements

Orthopedic Associates of Lancaster, Ltd. is a private physician-owned medical practice. Our mission statement is “the patient comes first”, and we operate all areas of our business with that in mind. The services we provide are often times essential for our patients; treating traumatic injuries and improving patient’s quality of life.

With this in mind, OAL follows a clearly delineated billing process that offers several attempts to inform the patient of their balance coupled by our willingness to setup mutually beneficial payment arrangements.

### ***Billing Statements and Collections Process:***

Upon receipt of payment and/or explanation of benefits from the insurer (if applicable), a bill will be mailed to the patient’s address outlining their personal financial responsibility.

If payment or signed payment arrangement is not received for the outstanding balance, a second statement will be mailed out a month later.

Finally, a 3<sup>rd</sup> and final statement will be mailed to the patient if payment for rendered services is still not received. If no payment is received within two weeks of our final statement, the patient’s account is forwarded to a collections agency or credit attorney.

**\*\*Although OAL primarily adheres to this process, we still reserve the right to forward accounts to collection agencies for unique and extenuating circumstances.**

### ***Payment Arrangements***

As described above, Orthopedic Associates of Lancaster is a medical practice not a financial lending institution. Our business is to treat and serve our patients. We do, however, understand that there are costs associated with your treatment, but ask the patient to understand that they are reflective of costs already incurred by our practice. In order to continue providing services and treating patients, we need to be reimbursed for these expenses.

To alleviate the financial burden, OAL’s billing office staff (by phone or online communication) is authorized to work with the patient to arrive at a payment agreement that is both reasonable and mutually beneficial for all parties involved.