

## We would like to inform you of a new change to our billing policy effective October 1<sup>st</sup>, 2022.

Crystal Run Healthcare requires all copayments to be paid in full at the time of service. We have implemented this policy in order to deliver a more convenient and consistent payment experience for our patients. We accept Visa, MasterCard, AMEX, Discover and Apple Pay.

**At time of service, pay your copay.**

**We accept credit cards and checks**



**Head to Your Appointment**



Can't pay today? Leave a credit or debit card on file for Payment Assurance.

### Here's How it Works:



We securely save your credit or debit card on file.



Your health plan determines your financial responsibility as is indicated on your Explanation of Benefits (EOB). This includes copay, deductible and coinsurance.



Once the EOB is received we will send you a text or email notification of the balance due. You will have 5 days to call to make other payment arrangements if needed.



We will process your card up to \$150.00 per visit. Any balance that exceeds \$150.00 will still go through our regular billing process. For example, if your EOB states you owe \$175.00, your credit card will only be charged \$150.00 and the remaining \$25.00 balance will be billed to you.

For more information, we have attached some Frequently Asked Questions to answer questions you may have. For any additional questions, please see a Patient Services Representative or contact our **Billing Office** at **844-259-5944**, [billinginquiries@crystalrunhealthcare.com](mailto:billinginquiries@crystalrunhealthcare.com), or go to [pay.crystalrunhealthcare.com](http://pay.crystalrunhealthcare.com) and use our online chat.

## **FREQUENTLY ASKED QUESTIONS – New Billing Policy Effective October 1st, 2022**

**Q: Is this something new? I have never had to do this before.**

*A: Yes, as per our agreement with insurance plans we are contractually obligated to collect co-payments at the time of service. If you cannot pay your co-payments at the time of service then a credit card on file will be required in order to be seen.*

**Q: I have always paid my bills on time. Why do I have to give you a credit card?**

*A: If you continue to pay by other methods (check) at the time of the visit, then you do not need to leave a credit card on file.*

**Q: How much are you going to charge my card?**

*A: After your insurance processes the charges, an Explanation of Benefits (EOB) is sent to you and Crystal Run Healthcare. You will then receive a notification stating your card on file will be charged that amount up to \$150.00 per visit. Any additional balances will still go through our regular billing process.*

**Q: What if I am already on a payment plan for a back balance? How much will my card be charged?**

*A: Your payment plan for the back balance is not affected by your current service. We cannot add new balances to an existing payment plan.*

**Q: What happens if I do not have a credit or debit card, will I still be able to see my doctor?**

*A: If you do not have a credit or debit card, you will still be able to see your doctor as long as you make any required copayment, deductible or self-pay payments at the time of the visit. We will still accept checks.*

**Q: What happens if I cannot make payment at the time of service?**

*A: If you cannot make payment at the time of service we can reschedule your appointment for you.*

**Q: What happens if I dispute my bill?**

*A: If you are disputing your bill, you will need to contact our Business Office.*

**Q: How can I reach someone in the Business Office if I have more questions?**

*A: You can email our billing team at [billinginquiries@crystalruhealthcare.com](mailto:billinginquiries@crystalruhealthcare.com) or call us at 844-259-5944. You can also go to [pay.crystalrunhealthcare.com](http://pay.crystalrunhealthcare.com) and utilize our online chat service.*