

Northwest Eyelid and Orbital Specialists, PS  
NEOS Surgery Center  
626 S Sheridan St  
Spokane, WA 99202

## BILLING

Northwest Eyelid and Orbital Specialists, PS has an on site billing department that is available Monday through Friday 8am-4:30pm to assist you regarding your insurance and billing.

We accept major credit cards, including Visa, MasterCard and Discover, as well as personal checks and cashier's checks. **We do not accept cash.**

We understand that insurance billing can be complex, and our billing department is committed to providing you with the information and resources needed to understand your bill.

## Financial Policy – Fees for Services Rendered

Northwest Eyelid and Orbital Specialists/NEOS Surgery Center cannot waive co-payments, deductibles, co-insurance or any service amounts defined as patient responsibility under the terms of our contractual agreement with the insurance plans listed in our billing policy. You will be asked to pay on any past due balances at the time of check in and copays are due at the time of service.

As a courtesy, our office will assist you in obtaining pre-certification/pre-authorization from your insurance plan if it is required. However, insurance varies in coverage, and it is the patient's responsibility to understand his/her medical benefits and requirements. We recommend that you verify your insurance benefits (these include all out of pocket costs such as copays, deductibles or coinsurance) for any visits/procedures/tests that are scheduled.

It is the patient's responsibility to know if the provider you are seeing is contracted with your insurance plan. If your insurance company is out of network with us, we are glad to submit a claim on your behalf; however, you are responsible for payment for any services that are not covered.

For patients without medical insurance, payment in full is expected at the time of service unless other arrangements have been made with our billing department prior to your visit.

If you are unable to pay your bill in full you may contact our billing department to set up payment arrangements at 509-279-2176 option 2. Unpaid accounts past ninety days (90) may be sent to a third party collection agency. Patient's will be responsible for all collection charges and fees.