Balance Billing Scripting

If payment is being requested at time of service:

Registration Script (as Disclosure is handed to patient):

"*Here's information about new regulations that are designed to protect you from surprise medical bills in certain out of network situations. Would you like a paper or electronic copy*?"

If payment is requested prior to time of service, such as a surgery pre-payment:

Financial Counselor Script (over phone):

"*There are new regulations that are designed to protect you from surprise medical bills in certain out of network situations. I will need to send you a copy of your protections, would you like it via mail or electronically?*"

Financial Counselor Script (in person):

"*Here's information about new regulations that are designed to protect you from surprise medical bills in certain out of network situations. Would you like a paper or electronic copy*?"

GFE Scripting

Commercially Insured Patient:

"*Do you wish to have a claim submitted to your insurance for this service*?"

If the answer is NO, the patient is SELF-PAY

Uninsured or Self-Pay Patient:

"*There is a new regulation that gives you the right to receive a good faith estimate explaining how much your medical care will cost. The estimate will provide the total expected cost of these services and will be provided to you, in writing, prior to your time of service. Would you like to pick that up in person, have it mailed or receive it electronically?*

If the patient is not scheduling their own appointment or does not have a preference how to receive it, inform them that you will mail it.