

Ankle and Foot Associates PLLC * 4001 West Royal Drive, Traverse City MI 49684
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Financial Policy

At Ankle and Foot Associates PLLC, we are committed to transparent communication and ensuring a smooth financial experience for our patients. We are pleased to participate with traditional Medicare, Blue Cross Blue Shield of Michigan, Priority Health, and Blue Care Network. While we handle billing processes for primary and secondary insurance, it is essential for patients to be aware of their financial responsibilities.

Patients are accountable for copayments, deductibles, and any non-covered services or medical supplies. To avoid confusion, we encourage patients to discuss their insurance coverage with our staff or their insurance agent before receiving services. In the event of any uncertainties, our policy is to collaborate with patients, aiming to resolve any potential issues or misunderstandings promptly.

To streamline the billing process, we require payment for copays and non-covered services or medical supplies at the time of the visit. For those who choose not to make immediate payments, our billing cycle operates on a 30-day basis. Patients with outstanding balances are expected to settle their accounts within 15 days of receiving a statement.

In cases where patients face financial challenges resulting from surgery, extended care, or hospitalization, and are unable to make full payments, we encourage them to contact our Office Manager promptly. We are committed to working out reasonable payment plans for patients in financial need, provided we are informed and can make necessary arrangements.

It's important to note that while we strive to assist patients, they remain ultimately responsible for their bills. Ankle and Foot Associates PLLC has no control or authority over patients' insurance companies, emphasizing the importance of clear communication and understanding.

For any inquiries regarding our collection policies, we invite patients to contact our Office Manager for a comprehensive discussion. We acknowledge that unexpected challenges may arise, and we encourage patients facing difficulties in bill payment to reach out to our Office Manager promptly. Your cooperation with our financial policy is greatly appreciated. Thank you for choosing Ankle and Foot Associates PLLC for your foot and ankle health needs.