



Arizona Community Specialists (ACS) is committed to providing exceptional care and service without exception. We encourage you to understand your insurance benefits, coverage and your financial responsibility for the care provided by our doctors and providers.

Be sure you understand the following information:

- Insurance plans and benefits vary. Verify ACS services are in-network to avoid additional charges. Call your insurance carrier to ensure you understand your financial obligation for the care you are receiving. Provide secondary insurance information, if applicable, at check-in.
- If you do not have insurance, payment is due at the time of service. Payment plans can be arranged, ask at the front desk for assistance.
- You will need to present a government issued identification (state driver's license, passport, etc.) along with your insurance card, if insured, at every visit. This protects your identity and prevents someone else from using your insurance.
- You will be asked to pay your co-payment, co-insurance and deductible at the time of check-in. Be prepared to pay the amounts requested. If you are unable to pay at the time of your appointment, we reserve the right to reschedule non-urgent care. Payment plans can be arranged, ask at the front desk.
- Certain procedures or tests may require a higher co-payment amount. Know your benefits and be prepared to pay the required amounts. Payment is due at the time of service.
- Total out-of-pocket requirements are not always known at the time of service. You will be billed for all uncovered expenses incurred and not paid by your insurance plan.
- ACS uses a collection agency should you fail to comply with our finance policy which will charge an 18% collection fee.
- If you have an unplanned surgical procedure, your insurance may or may not pay for all charges. ACS will contact you AFTER your surgery has been scheduled. Your signature below is your acknowledgement you are responsible to pay the balance upon receipt of the invoice post-surgery. Failure to pay within 15 days or no payment arrangement made will result in the account going to a collection agency and additional 18% in fees assessed to your account.

Medicare

- Typically covers 80% of allowed charges.
- You are responsible to pay the 20% not covered.
- Medicare requires an Advanced Beneficiary Notice (ABN) be signed for those treatments or test that may not be covered under Medicare covered treatment or services.

Medicare Replacement Plans

- Medicare Replacement Plans have varying degrees of coverage.
- Know your plan and your financial obligations for the care, co-payments and deductible which are not covered and will be your responsibility to pay.

Referrals and Authorization

- Some insurance plans require a referral and/or authorization for specialty services from your Primary Care Provider (PCP) in order to pay for the services received at ACS.

- You will be responsible to pay for services provided if appropriate referrals or authorization is not obtained, or if the claim is denied.

Worker's Compensation

- You are responsible for providing correct billing information from your employer's industrial insurance.
- You are ultimately responsible to pay for the services received but not covered by your employer.

Personal Injury

- You must provide the appropriate insurance company for billing. If the insurance company does not pay within 60 days, you will be billed and are responsible to pay the total amount on your account.

Motor Vehicle Accidents

- Care related to a motor vehicle accident will be treated as "private pay". You are responsible to pay for care at the time of service.
- You will receive documentation that you can submit to your insurance company or attorney upon request.

Returned Checks: There is a \$35 fee for every check that is returned from the bank unpaid for any reason.

Additional Fees: There is a \$25 fee for completion of FMLA documents payable at the time of request. We reserve the right to charge for other forms or letters requested on your behalf depending on the complexity of the request.

No Show Policy: There may be a \$35 fee assessed for not providing 24-hour notice to cancel and/or reschedule an appointment.

Assignment of Benefits: I, the patient, assign the benefits from the insurance carrier(s) to Arizona Community Specialists for the medical/surgical services for which I am entitled.

Release of Information: I authorize / Arizona Community Specialists to release and / or request any information needed to determine benefits or benefits payable for related services.

Patient Responsibility: I understand that I am responsible for advising Arizona Community Specialists of any changes to my address, phone number, insurance plan or coverage.

If you have any questions about the Arizona Community Specialists payment and financial policies, please call our Central Billing Office at (520) 750-7160.



Prescriptions for Narcotics and Other Controlled Substance

Narcotics, or medications containing opioids and related substances, can be used to treat severe pain. It is sometimes appropriate to use these medications for severely painful conditions or following surgery to help alleviate pain. However, these medications can be dangerous if not used properly. There is an opioid abuse epidemic in our country, and all doctors are making efforts to reduce their use in order to help prevent abuse, addiction, tolerance, complications, and deaths that result from their inappropriate use.

We would like to do our part to reduce the use and misuse of opiates and related controlled substances. This requires cooperation and good communication between our providers and you, our patients. We have established some guidelines for prescribing controlled substances from our office.

1. Your PCP is your health care manager and needs to be aware of any and all medications you are taking. As a general rule, we prefer that long-term medications be prescribed by your primary care provider.
 2. After surgeries performed by one of our doctors, a reasonable amount of pain medication will be provided to you at the surgeon's discretion. This is based on the type of surgery you are having. Sometimes this is one day's worth of medication for minor surgeries, and sometimes it is provided for a longer period of time for more extensive surgeries.
 3. Narcotic pain medication is not typically prescribed by our doctors for treatment of pre-operative pain. ACS providers do not provide long-term pain medication or prescribe pain medication for chronic pain. Under no circumstances will we provide long-acting narcotic pain medications such as MS Contin, Oxycontin, or Fentanyl patches, etc. Please notify us, or annotate on your intake paperwork, if you are on a "pain contract". If you are on a pain contract, all of your pain medication MUST be prescribed by the provider designated on your contract.
 4. If you need a refill of your pain medication following surgery, you can call the office during normal working hours and leave a message with the office staff. Your surgeon will review your situation and determine if a refill is required. Because our physicians are surgeons, they may not be in the office every day. This could take up to 48 hours, longer in some circumstances. We do not refill prescriptions for controlled substances after normal office hours or on the weekends. In those instances, you would need to call on the next office workday.
 5. Arizona State law now requires that narcotics and similar medications be prescribed electronically. It cannot be "called in" by a medical assistant. A physician must personally enter the prescription on a computer. Additionally, the law limits the amount of narcotic medication and duration that can be prescribed in a single prescription.
 6. We understand the importance of managing your pain and want to do everything possible to assist you with pain control. We are committed to preventing the serious problems that may result from misuse of narcotic pain medications. Your cooperation and understanding is greatly appreciated.
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