



Ambulatory Care Women's Instructions

Talk to Your Insurer - Be sure to confirm that the physician you are scheduled to see participates in your insurance plan and product line. Also, find out what services, tests and procedures your insurance provider will cover before your appointment. Many insurance carriers have coverage limits on certain tests, services and procedures. If you aren't sure which services are covered, contact your insurance company's member services office before your visit.

Talk to Your Doctor's Office - For a complete list of insurance participation, please check the Mount Sinai website. If you do not have an insurance plan or are enrolled with an insurance plan the servicing provider does not participate in, you will be classified as a self-pay patient. This classification may be imposed at the point of appointment scheduling or after insurance verification with your informed consent. The decision of seeing a provider as a self-pay patient lies with you.

Your Arrival - Please try to arrive 15 to 30 minutes before your scheduled appointment to allow for registration. This will allow us time to process your insurance and billing information correctly. As a courtesy to others, we reserve the right to reschedule your appointment if you are more **than 20 minutes late**.

What to Bring - To make your visit easier, remember to bring in the following items:

1. Health insurance card.
2. Picture identification, such as a driver's license.
3. Referral and/or authorization forms, if required by your insurance company.
4. Your current prescription list

After Your Visit (insured patients) - After each visit, we will file valid health insurance claims directly with your primary payer and, if appropriate, your secondary insurance payer. By signing the *Authorizations and Assignments* form you agree that your healthcare provider can be paid directly by your insurance. Any co-payments and/or outstanding balances not paid by your insurance payer will be billed to you directly. Your final bill will reflect the actual cost of care minus any insurance payment received and/or payment made at the time of your visit. All charges not covered by your insurance are your responsibility.

After Your Visit (self-pay patients) - After each visit, charges are determined based on standard medical coding and billing practices and are dependent on a variety of factors; which include the type and nature of the visit, and other services or procedures performed during the visit. Therefore, any quoted dollar amount may be reduced or increased depending on the services rendered. Also, patients who require lab work and any other auxiliary services may receive additional charges through a separate bill.

Payment Methods - We will require payment for self-pay patients, copayments, deductibles and /or co-insurance amounts. It is our policy to collect all amounts owed on the day of the visit. You may pay by:

- Cash
- Personal check
- Credit card - including MasterCard, VISA and American Express
- ATMs are available nearby.

Billing Customer Service - If you have questions about any bill you receive from a member of the Mount Sinai Health System, please contact the appropriate numbers listed below:

Mount Sinai Hospital	212-731-3100	Anatomic Pathology	212-731-7772 or 212-731-7771
Physician Billing	212-987-3100	McKesson	800-542-5760
Radiology	800-897-2189	Clinical Pathology	212-241-3337
Laboratory Billing	212-241-3337		

