**THE EYE INSTITUTE FOR MEDICINE & SURGERY**

**POLICY/PROTOCOL**

**PAYMENT RELATING TO PREMIUM IOLS, COPAY, DEDUCTIBLES, ETC.**

08142015

**-----------------------------------------------------------------------------------------------**

Applies to: Surgical Counselors, Front Office Lead, Clinic Leads, Billing Lead

On all elective cases, we need to get payment up front.  There are simply too many scenarios in which, when this does not happen, one of two things result:

1. We spend an inordinate amount of time pursuing the payment;
2. We do not get paid.

Therefore do not make payment plans on the day of surgery because monies may not collected. It is a key responsibility of the each of the Counselors to explain that their (estimated) copayments, co-insurance, deductibles, and other amounts due for surgery (FEC and ASC) must be paid in advance of surgery.  The Counselors also need to explain that if the payments due in advance of surgery are not made, unfortunately, their procedure will be cancelled. This is especially important with regard to patients having DSEK and Transplants (PKs).

**We should not be ordering corneal tissue – which costs ~ $4600 – until the Counselor confirms that any copayments, co-insurance, deductibles, and other amounts due for surgery (FEC and ASC) have been paid in advance of surgery.**

All such scenarios – concerns/issues related to payment must be brought to the attention of the CEO, Billing Supervisor, ASC DON and Scheduling Supervisor.

**Patients are not to pay for premium IOLs, LRIs, copayments, deductible, co-insurance and other patient financial responsibilities on the day of surgery,** these monies are to be collected in advance of the day of surgery.  Some people may not be prepared to make payment at the time of pretesting/Counseling, but they could do so at any time in advance of surgery.

Some patients who may not feel comfortable providing you with credit card information over the phone.  They can drop a check off in advance of surgery or pay by credit or debit card in person if this makes them more comfortable.  They can also pay via our patient portal.  (If you have questions regarding this, ask the Billing Supervisor).

This should be explained to patients at the time of pretesting to ensure that the payments we need to receive are, in fact received prior to surgery.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Authorized Signature/Date