

DIGESTIVE DISEASE AND NUTRITION CENTER OF WESTCHESTER, LLP.

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Practice Limited to
Gastroenterology and Nutrition

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Dear New Patient,

Welcome to Digestive Disease and Nutrition Center of Westchester! In this day and age where so much of health care revolves around insurance companies and HMOs, we want you to know that in our Practice places patients ahead of business. Due to the continuing changes in the healthcare industry we would like to provide you with our practice billing policies and how they relate to you. We are experts in gastroenterology and nutritional care, but you know your insurance contract better. We will help you if we can; however, it is ultimately your responsibility to know your insurance policy.

Our office currently participates in the following insurance companies: (Please note this list is subject to change)

Aetna	Benesight	GEHA	Medicare	Performax
AUSA	Blue Cross/Blue Shield	GHI	Metropolitan Empire	PHCS
Amalgamated	Cigna	Greatwest	Multiplan	Pomco
American Group Adm	Claimtech	HIP	N. American Admin	Travelers Medicare
Amerihealth	Connecticare	Healthnet – PHS	Oxford	Unicare
Anthem	Eastern Benefits	INDECS	Palmetto GBA	United Healthcare
AH&L	First Health	Greatwest	All traditional indemnity insurances	
Beech Street	Gallagher Bassett	Magnacare	MSAs; Flex Spending Accts	

LAB WORK & HOSPITAL PROCEDURES: Please be advised that many insurance companies require you to go to a certain lab and/or hospital. YOU will be responsible to pay your bill if you go to a lab and/or hospital that is not covered by your insurance carrier. Please check with your insurance company to see where you should go for these services.

NON PARTICIPATING INSURANCE CARRIERS: We will file the claim if you provide us with the following information: Name and mailing address of your insurance carrier, policy number, group number, policy holders' full name, policy holders' date of birth and social security number. We file these claims as a courtesy to our patients so that your insurance carrier reimburses you in a timely manner. We will bill your insurance company only once per service, the responsibility for payment remains the patient's responsibility. The patient is responsible to pay the bill within 30 day of the service date.

INSURANCE'S THAT REQUIRE REFERRALS: If you have an insurance company that requires a referral from your primary care physician, it is the patient's responsibility to obtain the voucher and keep track of its expiration. We will be unable to see you for scheduled appointments if we do not have the voucher on/or before the date of the appointment, however, if you would like to be seen, if your visit is not covered, you will be responsible for any payments at the time of service.

CO-PAYS: If you have an insurance that requires a patient co-payment, it must be paid at the time of the service. If a co-payment is not paid at the time of service an office service charge of \$10 dollars may be applied to your balance.

NUTRITION ONLY PATIENTS: As per guidelines of many insurance companies, if you solely have a weight problem with no other associated medical problems i.e. cholesterol, heart condition, high blood pressure, arthritis, etc., you may not be covered and will be responsible for your associated fees. Please see a billing department staff member with any questions.

PATIENTS WITHOUT INSURANCE: Payment must be made at the time of the service unless an acceptable payment plan has been agreed upon with the billing staff prior to the services rendered.

If you are unable to keep your appointment please kindly call us 48 hours in advance. In order to discourage last minute cancellations, an administrative fee of \$25-\$50 will be charged for cancellations or rescheduling requests without due notice, or no shows, as advised in the patient agreement.

We welcome you to our practice and look forward to providing you with excellent medical care. If you ever have a concern, complaint, complement or suggestion, please feel free to inform your physician or myself by calling (914) 683-1555. We sincerely hope that your relationship with us will be beneficial and that you will look forward to a long and happy relationship with us.

Sincerely,

Pawan Arya, MBA, CMPE, CMCO
Chief Executive Officer