

## TRANSPARENCY IN HEALTHCARE

In accordance with Florida law, the facility is required to let you know that you may or may not pay less for the services at another facility or in another health care setting.

Please know that your attending doctor who booked your procedure(s) at the facility may not be on the medical staff of such other facilities or health care settings.

Furthermore, your attending physician who booked your procedures to be done at this facility, and other health care providers not limited to but as example anesthesiologists, intraoperative monitoring services, durable medical suppliers, and anatomical pathologists may provide services to you at the facility that are not a part of facility's fees. If any of their services are provided to you while being a patient of this facility, the provider(s) will bill separately for their services rendered. Patients should contact the health care practitioners anticipated to provide services to the patient while in the center regarding a personalized estimate, billing practices, and participation with the patient's insurance provider or HMO as the practitioners may not participate with the same insurers or HMO as the center. The following providers render services to patients of this surgery center:

- Ophthalmology services are provided by:  
Riverside Eye Center  
14410 US Hwy 1  
Sebastian, FL 32958  
772.589.8111 Office  
772-589-7561 Fax  
[www.myriverside.com](http://www.myriverside.com) - website
- Anesthesia Services are provided by:  
North Tampa Anesthesia Consultants PA  
1402 W. Fletcher Ave.  
Tampa, FL 33612  
813.627.4723 Office  
813.404.3664 Cell  
866.235.7755 Toll-Free  
813.259.8046 Fax  
[www.ntaconsultants.com](http://www.ntaconsultants.com) – website
- Pathology:  
This facility submits specimens to different pathology providers so please inquire with the facility as to which pathology provider will be used. Some pathology providers may engage specialized pathologists to assist in examining the patient's specimen. Please contact us at 772.589.8111 for inquiries.
- Laboratory:  
This facility submits specimens to different laboratories so please inquire with the facility as to which one will be used. Some laboratories may engage other labs to assist in analyzing the patient's specimen. Please contact us at 772.589.8111 for inquiries.

### Price Estimate

All patients have the right to request a personalized estimate from Riverside Surgery Center. You, as a patient, may request a personalized estimate of charges before your surgery and once all CPT codes to be performed are available. This personalized estimate can be requested through your surgery coordinator. Please contact us at 772-589-8111 for inquiries.

## **Accepted Insurances**

Riverside Surgery Center participates with most insurance providers. Please inquire with your surgical coordinator to verify your insurance carrier's status.

## **Why costs may vary**

The cost estimates provided may be different from your actual costs for several reasons, including but not limited to:

- If the medical services/treatment you receive based on decisions made by you or your healthcare provider are different from the services selected during this estimation process due to complications, secondary conditions, and/or other unknown factors.
- If the location of where your services are received differs from what is selected during this estimation process.
- If your year-to-date benefit information changes from the time at which you receive this estimate and the time at which you receive care.
- If your healthcare provider's contract with your insurance carrier changes.

## **Financial Assistance**

Riverside Surgery Center is committed to serving the health and wellness of our patients and community. We understand that sometimes, financial difficulties arise that can affect a patient's ability to pay. We want to help deliver the care you and your family need, regardless of your situation. Although charity care is not offered, Riverside Surgery Center offers Financial Assistance through Care Credit.

## **Making Arrangements**

- Please bring a picture ID and your insurance card with you.
- An attempt will be made to contact you before surgery if insurance co-pays apply.
- In most cases, we will be able to give you an estimate on the cost of your surgery beforehand.
- Our staff will help you finalize your financial arrangements before your surgery.
- Whatever payment method is chosen, we require that all arrangements are made before surgery and that co-pays be paid before your surgery.

## **Charges for Ambulatory Surgery**

- We charge for the use of the center, including the costs of the operating room, recovery room, certain laboratory tests, and supplies for surgery and anesthesia.
- We will provide you with an itemized statement or bill upon request and within 7 days of a written request to the billing department. This itemized bill will include:
  - A description of the individual charges by date, identification of each procedure, test., medication, or therapy given, and any equipment or supplies billed.
  - A description of any additional fees, if applicable.
- Your surgeon and anesthesiologist, and if applicable, your radiologist, pathologist, and laboratory will bill you separately for their services.
- All patients should contact the healthcare practitioners providing services while in the center regarding a personalized estimate, billing practices, and participation with the patient's insurance provider or health maintenance organization (HMO) as the practitioners may not participate with the same insurer's or HMO as the center.
- Certain surgical procedures, such as plastic and dental surgery, may not be fully covered or covered at all by insurance.
- Medications will be listed by brand or generic name.

### **Our Commitment to You:**

- We will identify non-covered services.
- Any subsequent bill will clearly designate any changes or payments made from the last statement.
- We will provide records to verify the bill or statement within 10 days after a request and respond to questions concerning the statement or bill.
- Our billing, collections, and financial assistance policies will be made available to you upon written request.

### **Methods of Payment Accepted**

- Payment of the balance is required before you have your operation.
- We accept most insurance plans.
- We also accept as payment cash, check, or major credit cards.
- Your bill will go out in 30 days, with one more sent in another 30 days. If payment arrangements have not been made within 90 days, the account may be sent to a collection agency.
- If you have questions about which plans we accept, please call us.

This content is reviewed annually and updated as needed to maintain timely and accurate information.

### **Contact**

Please contact the facility directly for guidance during regular business hours for assistance. Questions related to financial assistance, payment plans, charity care policy, and collection procedures are always welcomed and encouraged if they arise.

### **Payment Bundle Resources**

Information on payments made to the facility for defined bundles of services and procedures is available at <http://pricing.floridahealthfinder.gov>. The service bundle information is a non-personalized estimate of costs that may be incurred by the patient for anticipated services, and actual costs will be based on services actually provided to the patient. The patient can request a personalized estimate from the center at any time before or after the procedure is performed.

### **Florida Health Price Finder**

The Agency for Health Care Administration emphasizes healthcare transparency for Florida's consumers. We have provided a link to the [Florida Health Price Finder](http://floridahealthfinder.gov) website to help you make more informed healthcare decisions. Patients may access the State of Florida's Agency for Healthcare Administration website at this link for information about this facility: <http://floridahealthfinder.gov>.