

FINANCIAL RESPONSIBILITY

When insurance companies “preauthorize” procedures:

- The company reviews the clinical information and “approves” the surgery.
- This *usually* means that they will *pay* for the procedure, but not always.
- *Rarely*, they decide to deny the claim after the procedure has been performed, despite having approved it beforehand! We will vigorously appeal on your behalf if this happens.
- Nevertheless, Dr. Walrath makes all patients sign a commercial Advanced Beneficiary Notice (ABN), which basically says “we think this is covered, but if it is not, Dr. Walrath will bill you directly”.
- If, despite our efforts, we are unable to get the procedure covered, we will bill the you, the patient, directly for the surgical services.

Some insurance companies do not require “preauthorization”:

- Medicare (and some other insurance carriers) does not prior authorize eyelid surgeries. Instead, they rely on the judgement of the surgeon during the office visit.
- Medicare publishes their coverage criteria for eyelid surgery. Of course, Dr. Walrath is *very* familiar with this criteria and tells patients up front if he thinks they meet that criteria.
- Since there is no formal prior authorization, Dr. Walrath makes all patients sign an Advanced Beneficiary Notice (ABN), which basically says “we think this is covered, but if it is not, Dr. Walrath will bill you directly”.
- Like all surgeons who participate in Medicare, Dr. Walrath is audited regularly by the federal government. Therefore, he does not bill Medicare for procedures unless he is as certain as he can be that coverage criteria are met. *Therefore, if Dr. Walrath says that you meet Medicare criteria, you almost certainly will get your procedure covered!!!*
- Again, if we are surprised and Medicare does not end up covering your procedure, Dr. Walrath will bill you, the patient, directly.

Keep in mind that, in the event that insurance denies your claim, Dr. Walrath will vigorously appeal on your behalf before billing you for the balance.

If you have a positive balance with Dr. Walrath, and your claim has been paid, Dr. Walrath will reimburse you ASAP. Keep in mind that insurance claims usually are paid by carriers within 60 days, but occasionally can take longer. It is reasonable to expect payment within about 4 months, if a reimbursement is due.

QUESTIONS ABOUT YOUR SURGERY AND PREPAYMENT?

Please contact 770-804-1684 x119 (Angelica) or x166 (Nihanna)

QUESTIONS ABOUT YOUR REFUND?

Please contact 770-804-1684 x 135