

## Financial Payment at Time of Service

**Co-payments** are due and are collected at Registration before appointment(s). A co-payment amount is determined by the patient's specific health plan. All co-payments are the responsibility of the patient.

**Co-Insurance** is a percentage of the cost according to the patient's health plan for specific medical care and/or treatment. Co-insurance payments are the responsibility of the patient and are due prior to service.

**Deposits** are required when the service is not covered by insurance or the patient does not have insurance. The Deposit is collected before the appointment and patients will be billed for any additional charges. Deposit amounts may vary by department or type of procedure.

Patients who may have financial difficulties are encouraged to contact a **Patient Accounts** representative at (805) 681-1760 to discuss a suitable payment plan to meet their financial responsibilities.

## Registration

*Here are some of the reasons we ask patients for information each time they visit.*

### PERSONAL INFORMATION

Verifying your identity, your current address, and home and cell phone numbers are vital to maintaining our patient records. This insures proper communication between you, our doctors, and our business offices.

Personal verification makes sure that:

- Test results are received in a timely manner
- Appointment reminder calls are made to the correct number
- Your Provider can contact you directly by telephone
- Medical support staff is able to reach you in the event of a change in your appointment
- Emergency contact information is current and accurate
- Insurance forms have current information to help process your claim
- Employment information is up to date

### INSURANCE INFORMATION

Your current insurance information will help us to provide accurate billing services.

Insurance verification will require that you:

- Bring a copy of current Insurance Card(s)
- Make current or past due co-payments

Sansum Clinic is an independent nonprofit healthcare organization providing the full spectrum of quality healthcare in our community.



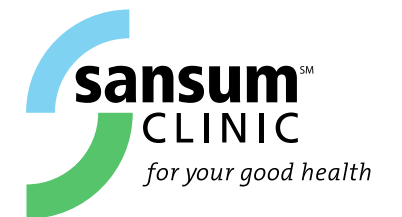
A Nonprofit Organization  
P.O. Box 1200  
Santa Barbara, CA 93102-1200

Visit [www.sansumclinic.org](http://www.sansumclinic.org)

*Sansum Clinic is a 501 (c) (3) California Nonprofit Public Benefit Corporation with Clinic locations from Carpinteria to Santa Maria and more than 150 affiliated physicians, and is accredited by the Institute for Medical Quality.*

Rev. 6/10

# REGISTRATION INFORMATION



## Let's Talk

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This brochure describes our Registration process. Check-in at Registration is necessary each time you visit Sansum Clinic. Registration allows us to provide your current information to insurance companies and to doctors. It also gives us a chance to get to know you better.

The topics briefly covered in this brochure include:

- **Registration Information**
  - Personal Information
  - Insurance Information
- **Insurance Plans**
- **Financial Payment(s) at Time of Service**
- **Consents and Authorization Forms**

## Arrive Early

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Please arrive 20 minutes before your appointment to allow time for registration updates, insurance verification and financial payments that may be due at time of service.

## What to Bring

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Please remember to bring the following items with you when you check-in at Registration.

- Picture ID
- All Current Insurance Cards
- Completed Physician Order (If you have one)
- Completed Consents and Authorizations (See section on other side)
- Payment for co-payments or deposits due at time of service

## Insurance Plans

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### HMO AND PPO

Sansum Clinic automatically provides billing services for our HMO, PPO, and Medicare patients. Insurance coverage may vary depending on the group or plan. Patient's are responsible for verifying benefits and coverage.

### OUT OF AREA HMO

All patients who have HMO coverage AND are assigned to another medical group are referred to as an Out of Area HMO patient. They will be required to make the same financial deposit requirement as a patient without insurance when receiving care at Sansum Clinic. Patients with Out of Area HMO coverage are responsible for filing their insurance claims.

### CARVE OUT PLANS

Specific medical services may be covered by a supplemental insurance called a Carve Out Plan.

Sansum Clinic may not be contracted with certain plans and the patient may be financially responsible. If a patient has a Carve Out Plan for mental health, eye care, eye wear, or other services not covered under their basic insurance plan, it is important that they verify their coverage prior to making an appointment.

### DUAL COVERAGE

Some patients have two active insurance plans. Patients should check specific plans to see if they have coverage for specific services with both policies.

## Consents and Authorization Forms

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There are circumstances when a patient may want someone else to be able to obtain or provide medical or financial information on their behalf. In keeping with HIPAA (Health Insurance Portability and Accountability Act) privacy and security requirements, special consents and authorizations are available at Registration for your convenience.

Here are some situations that may apply to you.

### TREATMENT FOR A MINOR

Parent(s) who are unable to bring their child(ren) in for their medical care and who have asked a responsible adult to do so, must provide written authorization for this to occur. For patient convenience, Sansum Clinic provides an “**Authorization for Third Party for Consent to Treatment of a Minor Lacking Capacity to Consent**”.

**Note:** Parent or legal guardian must be present for all child immunizations.

### RELEASE OF CLINICAL INFORMATION

Adults may have a family member, loved one or caregiver who makes their appointments or calls for medical concerns on their behalf. These representatives must be identified by the patient and documented in the patient records so our medical and support staff can provide medical information to them. For patient convenience, Sansum Clinic provides “**Patient Consent to Disclose Clinical Protected Health Information to Designated Representative**” form.

### RELEASE OF BILLING INFORMATION

Patients may have someone assisting them with their financial matters. These representatives must be identified by the patient and documented in the patient records so our medical and support staff can provide billing information to them. The completion of the “**Patient Consent for Release of Billing Information**” form will permit our Billing Staff to speak directly with the person regarding your financial matters with Sansum Clinic.

### MEDICAL RELEASE FORMS

This form, which is also available in Spanish, is necessary for the inspection or copying of a patient's medical records. Release of patient medical information requires completing a “**Disclosure of Protected Health Information**” form. There is no charge for forwarding health information to other providers including those outside Sansum Clinic.

### MEDICATION CARDS

Sansum Clinic provides a convenient wallet size medication card to record your medications. Bring this card with you to all appointments. In the case of an emergency or change to your medication, this card provides information on what medications you are currently taking. Presenting this card at the time of refilling any prescriptions or visiting at a new pharmacy will provide the Pharmacist with vital information to help prevent any drug interactions.