

PATIENT FINANCIAL POLICY

Thank you for choosing Clermont County Public Health to serve your healthcare needs. We want you to be healthy! The more you know about your health, the better. The following information will help you understand our payment policies and plans. Please read the policy. Ask our staff if you have questions. Then, sign at the bottom.

Insurance

All patients must complete our patient information form before seeing a member of our medical care team. Be sure to use your most recent insurance information. We work with many insurance plans. Not all plans cover all services. If your insurance plan does not cover a service, you are responsible for payment. Please check with your insurance plan to make sure our clinic is in your insurance network.

We will file your claims for you. If your insurance company disagrees with your claim, we will provide them with any additional information they need. Your insurance company sets the rates. It is up to you to understand your coverage. You are responsible for payment of any differences.

If you have questions regarding your insurance, please ask your human resources representative or ask your insurance company. Their phone number or web address should be on your insurance card.

Co-pays

Some insurance companies ask for co-pays. All co-pays must be paid when you check in for your appointment.

Deductible and Coinsurance

If your insurance company applies any charges to your coinsurance or annual deductible, you must pay those before your next appointment. Any unpaid amounts are also due before your next appointment. It is up to you to check with your insurance plan about deductibles and coinsurance.

High Deductible Health Plans (HSA, HRA, FSA participants)

Let us know before your appointment if you are in a High Deductible Health Plan (HDHP), a Health Savings Account (HSA), a Health Reimbursement Arrangement (HRA) or a Flexible Spending Account (FSA). We can help you figure out if you have any of these. Bring your plan information to your appointment.

We will bill your insurance plan first. If there is any remaining amount, we will send you a bill. The amount on the bill is due before your next appointment.

Self-pay Accounts

If you do not have a health insurance plan, you must pay for services at your appointment. If you want a service that is not covered by your insurance plan, or if you have an insurance plan that does not have Clermont County Public Health in its network, you must pay for services at your appointment. Ask our staff about discounts available for cash payments made at your appointment.

