



PATIENT: _____

DATE OF SERVICE: _____

Dear Patient,

Thank you for scheduling your procedure at Upper Bay Surgery Center, LLC. Your physician designed this facility with you in mind, and recommends treatment here to provide you with the highest level of patient care. We are proud to serve you and are committed to meeting your healthcare needs in a state of the art environment, with a first rate staff and excellence in patient satisfaction.

Although Upper Bay Surgery Center, LLC is not currently a participating provider with your Insurance Plan, we strive to give our patients the best possible value for their health care dollar, and we want to make it as simple as possible for you to manage the costs of services. While we cannot waive the patient responsibility required by your health plan, we are able to extend a significant discount on the cost of care. Our discount program allows us to provide access to superior quality to all patients in the community, regardless of insurance type, at a cost-effective rate for you, your family and your health plan.

A member of our staff will call you prior to surgery to discuss pre-operative orders and your insurance coverage. Since we are unable to determine the exact amount your insurance will cover prior to your procedure, we do not collect any patient financial responsibility from you before surgery. We will submit a claim to your insurance company on your behalf, and once the claim has been processed by your insurance carrier, we will send you a bill for any remaining balance, based on the amount allowed by your insurance company. Your statement will be discounted by 80% if promptly paid. Our pricing is competitive, and the total out of pocket expenses will be approximately the same, or less, than what you would pay at another facility. Payment plans are available to assist in managing your health care expenses, and we encourage you to share your questions with our staff prior to your procedure so we can make your visit relaxed and hassle-free.

It is possible that the insurance payment for your visit will be sent directly to you. We ask that you please endorse the check over to the facility, and mail it, along with your Explanation of Benefits. Compliance with this request will allow us to process the payment to your account quickly and efficiently, and make any necessary adjustments.

If you have any questions or concerns, please do not hesitate to call our office at 410-620-3348 between the hours of 8:00 – 4:00 Mon-Fri.

We look forward to serving you, and appreciate being your preferred choice for surgical care.