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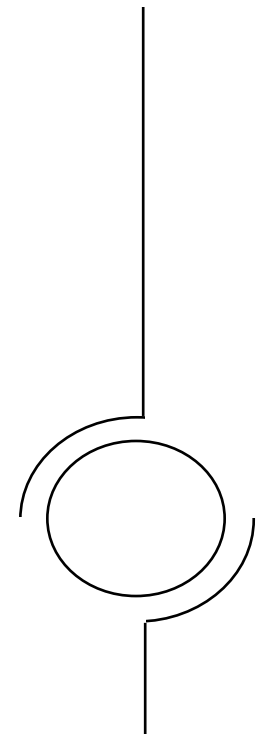
**Billing and Collections  
Policies and Procedures**



**608-654-5100**

**608-823-7853**

**608-785-2550**



## Billing and Collections

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### Our charges

Our Board of Directors establishes our charges which are based on the cost of providing you with care.

We can provide pre-treatment estimates, at your request, so you can best understand the cost of care.

### Insurance Billing

Scenic Bluffs has contracts with most health insurance companies in the area. We are also providers for Medicaid and Medicare.

We will allow a reasonable amount of time for each insurance company to process claims. Given the wide geographic area that the Health Centers cover, we cannot guarantee that we are providers for all health plans.

If Scenic Bluffs does not receive payment in 90 days, you are responsible for the charges on your account.

Please check with your insurance plan prior to receiving services.

## Healthy Neighbor Plan

You may qualify for our Healthy Neighbor Plan. This is a discount program based on income and family size. All fees for the Healthy Neighbor Plan are due at the time of service. Individuals who do not keep their account payments up to date may lose their eligibility. Please talk to our staff to apply.

For patients on our Healthy Neighbor Plan, **minimum fees are expected at the time of service.** Your minimum fee will be assigned to you when you are accepted into the Healthy Neighbor Plan. That payment is due upon registration. Any other amount you incur during your visit is due prior to leaving.

### Payment Expectations

All patients are responsible for the cost of their care and treatment.

Patients without health insurance who do not qualify for our Healthy Neighbor Plan are expected to pay in full upon receipt of services. Payment of co-pays, deductibles and non-covered services are required at the time of check-in. Advance payment may be required for some services that require us to pre-order certain materials.

Collections - Non payment of your account will result in your account balance being turned over to a collection agency which may result in your inability to receive routine preventive care and treatment from us in the future.



### Payment Methods Accepted

Scenic Bluffs accepts cash, personal checks, money orders, credit cards, and debit cards. Please do not send cash in the mail. Payment plans may be arranged through our billing department.

Please mail to:

**Scenic Bluffs Community Health Centers  
P.O. Box 39  
Cashton, WI 54619**

**A payment drop box is available 24 hours a day at our Cashton clinic facility (238 Front St), just to the right of the front door.**

### Questions or Information

Please call us at (608)654-5100 ask for billing or choose option 6.

**Scenic Bluffs - Care in Your Community.**