



**Effective: June 10, 2024**

Dear Patients,

As part of our ongoing efforts to provide you with the best possible care and service, we want to inform you of an important update regarding our billing and payment procedures.

**Starting from June 10<sup>th</sup>, we will be collecting deductibles, including any imaging services, and possible noncovered services, upfront at the time of your visit.**

This change is being implemented to streamline our billing process and to ensure that your insurance claims are processed promptly and accurately. This is also to make your visit more convenient and efficient for you by reducing the wait time associated with obtaining prior authorizations, facing potential denials from insurance companies, or receiving a larger bill for radiology services and other insurance issues later. We understand that this may represent a change from our previous practices, but we firmly believe that this policy will benefit you in several significant ways:

### **Why This Change?**

1. **Transparency and Clarity:** By collecting deductibles upfront, we aim to mitigate and reduce any surprises or unexpected charges that might arise after your visit.
2. **Improved Service and Convenience:** This approach allows us to dedicate more time and resources to you in providing quality and prompt medical care when you need it, rather than managing outstanding balances.
3. **Efficient Claims Processing:** Upfront collection helps us expedite the processing of your insurance claims, reducing the likelihood of delays and complications.

### **Why Choose Us?**

**At ContinuEM, we are committed to offering a lot more than just standard urgent care services. Here's why many patients trust us with their healthcare needs:**

1. **Faster Service:** Our streamlined processes ensure that you spend less time waiting and more time receiving the care you need.
2. **Expedited Imaging:** We offer expedited imaging services, often same-day service when you walk in, allowing us to bypass long waiting times and authorizations, providing you with a prompt and accurate diagnosis.
3. **Comprehensive Care:** Beyond regular urgent care, we provide a whole host of acute care services, including IV therapy, an in-house CLIA-certified lab with usually same-day lab results, and much more.

4. **Expert Staff and ER Doctors:** Our facility is staffed with experienced ER doctors who are available on-site, ensuring you receive top-tier emergency-level care without the lengthy hospital wait times or the large hospital bills.
5. **Convenience:** Our efficient and high-quality services improve quality of care and help reduce your overall medical costs and wait times, making your healthcare experience as smooth and stress-free as possible.
6. **Affordability:** Our services are designed to be cost-effective compared to hospital visits, without compromising on quality.

### **What This Means for You**

1. During your visit, our front office team will inform you of the estimated deductible amount and any potential noncovered services that are due based on your insurance plan. After your visit, your insurance company may determine the actual amounts to be higher and you may be responsible for that additional amount.
2. Payments can be made via credit card, debit card, check, or cash.
3. For your convenience, we also offer payment plans, prompt pay discounts and financial assistance options. Please feel free to discuss these with our Medical Receptionist or billing department if needed.

### **Reimbursement Process**

For those patients seeking reimbursement from their insurance companies for noncovered services, including expedited imaging services, we are here to assist you in every step of the way. Here is a simple guide to help you through the reimbursement process:

1. **Obtain an Itemized Receipt:** After making your payment, our office will provide you with an itemized receipt detailing the services performed, including imaging, as applicable, and the associated costs.
2. **Submit a Claim to Your Insurance:** Use the itemized receipt to submit a claim to your insurance company. Most insurance providers have a straightforward process for this, typically outlined on their website or provided by their customer service.
3. **Follow Up with Your Insurance Provider:** It is advisable to follow up with your insurance provider to ensure that your claim is being processed. This can help avoid any delays and address any questions they may have regarding the services rendered.
4. **Contact Us for Assistance:** If you encounter any difficulties or require additional documentation, please do not hesitate to contact our billing department.

We understand that medical expenses can sometimes be unexpected and burdensome. Our goal is to make this transition as smooth as possible and to continue providing you with the highest standard of care. Should you have any questions or concerns about this new policy, please do not hesitate to contact our office at 562-731-3990 or email [Jackiemariefavela@continuem.org](mailto:Jackiemariefavela@continuem.org).

**For Billing Questions or requesting Itemized bill please contact**

**Phone Numbers:**

**General number:** 800-804-7996

**Local numbers:** 562-299-5244 or 562-361-4944

**Email:** Patients@prohealthpartners.com

**Thank you for your understanding and cooperation. We appreciate the trust you place in us for your healthcare needs. We believe these changes will not only expedite your medical experience but also ensure that our resources are allocated efficiently to provide you with the best possible care.**

Sincerely,

ContinuEM,

Jackie Favela , LVN

Office Manager

Jackiemariefavela@continuem.org

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