



Policies and Procedures

Insurance Billing:

Oregon Oncology Specialists is a physician provider for most major health plans in the region. However, you should always verify with your insurance if we are listed as preferred providers. Your insurance may require a referral and/or prior authorization for all visits and treatments. This sometimes takes about one week to process. Please realize that we do need this prior to your scheduled appointment or treatment. We will assist you in preauthorization and referral requirements for your particular plan.

We will bill your insurance company directly and in most cases will bill your secondary insurance company. Please be sure to notify our office of any changes to your insurance.

Credit Policy:

Insurance generally pays a portion of your total charges, but there may be a balance due because of co-payments, deductibles, or services that are not covered. Co-pays are always due at the time of service prior to seeing the doctor or having treatment and cannot be waived.

For our patients without insurance, we offer counseling and credit terms to assist you. Please let us know when you make your appointment if you do not have insurance. We have access to resources to assist you. New patients without insurance will be required to pay \$100.00 at the time of their appointment. The \$100 will be applied to the total charges due and does not necessarily represent the total charges for the initial visit. If there is an unusual financial situation, we encourage you to contact our business office where they will be happy to discuss arrangements for payment.

Statements are billed on a monthly basis. For your convenience, we accept both Visa and MasterCard.

Laboratory:

Some of your laboratory work may be performed in our clinic. Charges for these services will be included on your monthly statement. Occasionally, laboratory work will be sent to an outside lab. In this case the bill for services will come from the outside facility.