



## *Hawthorn Healing Arts Center*

# *Insurance Benefits Verification Policy*

- We appreciate you taking the time prior to your appointment to check in with your health insurance to understand your plan benefits. Are you new to Hawthorn or seeing a different provider? Be sure to inform us of your benefit details, so we can easily bill your insurance.
- To make this process simpler, we have created a checklist as a guide to getting necessary information, before your appointment. This is available on our website, or directly from the office staff.
- Please provide your benefit details to staff before your appointment and we will use that info to submit your claim directly to insurance.
- If you are unsure of your benefits, but are in-network with one of our providers, we can go ahead and bill your insurance anyway. You will be accepting responsibility for any office visit fees not covered by your insurance policy. Once the first EOB/payment comes through from your insurance company, we will generate a statement for you.
- Thanks for your understanding of this policy, as it helps to make our office more efficient, and staff more available for patient scheduling, support and care. Additionally, we feel it makes sense for clients to be engaged with, and have a full understanding of their insurance policy and benefits. Please let us know if you have any questions.