

## **Patient Collection Policy (Informational Notice Only)**

Effective immediately we will be following a new protocol for handling accounts with a self pay balance. Please read your statement messages carefully as they are important and will help inform you of your account status.

### **ALL BALANCES ARE DUE UPON RECEIPT**

1. Thirty (30) days from the date of the first statement your account will be past due.
2. If you are unable to pay your outstanding balances in full please call our Central Billing Office at 603-580-6753.
3. If your outstanding balance becomes 120 days past due, the balance will be transferred to one of the two collection agencies listed below. You will need to contact them at:

**TSI**  
**PO Box 15520**  
**Wilmington, DE 19850**  
**1-888-446-4733**

**Benuck & Rainey, Inc.**  
**399 US Highway 4**  
**Barrington, NH 03825**  
**1-888-697-5566**

It is your responsibility to provide Core Physicians, LLC with your current insurance information at **each** visit. If you continue to receive a statement that shows no insurance payments or adjustments, please contact our Central Billing Office at 603-580-6753.

Insurance companies have a time limit to send in claims. Once that time limit has been reached, Core Physicians, LLC can no longer file your claim with your insurance plan and the balance becomes the patient's responsibility.

Please remember to present your insurance card to the check-in person at **each** visit. Having your correct insurance information will help prevent future claim problems and potential collection issues.