



Patient Payment Policy

At Voyage Healthcare, we believe that clear communication about financial responsibilities is an important part of our professional relationship. We are committed to working with you to ensure that any outstanding balances are addressed and resolved in a timely manner.

Voyage Healthcare accepts and bills most major insurance companies as a source of payment. Please note that if your insurance company does not include Voyage Healthcare as a participating provider for your insurance benefits, you may be billed for non-covered charges. It is your responsibility to verify your policy's coverage and benefit information prior to receiving any healthcare service.

- Please present your insurance card at each appointment. It contains information we need to file a claim with your insurance company on your behalf.
- Co-payments are due at the time of service.
- You are responsible for any amounts not covered by your insurance plan due to coinsurance, deductible, or non-covered services.

Non-Insured

Voyage Healthcare encourages payment be made in full at the time of service for any amount not covered by insurance. For those without insurance, the following deposits are due at the time of service:

- \$150 Deposit for an Office Visit
- \$350 Deposit for a Procedure Visit

Note: These are deposits *towards* your visit. You will be billed for the remaining balance, which is due on the date indicated on the statement.

Cost Estimates

Please contact Voyage Healthcare's Business Office to receive a cost estimate or pricing information at 763-587-7999, option 4.

NSF/Returned Check Fee

You will be charged a fee of \$45.00 for a returned check.

Collection Process

1. Monthly Statements

You will receive a monthly statement showing the balance due for your account. We ask that you review this statement carefully and remit payment no later than the due date indicated on the statement.

2. Second Notice

If payment is not received after the first statement, a second statement will be sent, indicating

the outstanding balance. Payment in full is due no later than the due date indicated on the statement.

3. **Final Statement**

If your balance remains unpaid after the second statement, you will receive a final notice indicating the total amount due. At this point in the process, a payment is necessary to keep the account in good standing.

4. **Phone Call Notification**

If payment or communication regarding your account is not received after the final statement, our Business Office staff will attempt to contact you by phone to discuss the status of your account.

5. **Collection Action**

If no payment is made and no arrangements are made to resolve the outstanding balance, your account may be turned over to a collection agency.

We encourage you to contact our Business Office should you have any questions or need assistance understanding your statement. We are happy to discuss any aspects of your account and work with you on payment arrangements, if necessary.

Thank you for your prompt attention to your financial obligations.

Sincerely,

Voyage Healthcare

763-587-7999, option 4

www.voyagehealthcare.com