

## HOW WE SUPPORT PATIENTS

Envision delivers high-quality, compassionate care to all patients. Our patient support representatives are available to assist you through the billing process.

**Before Your Procedure** - We know price transparency is important and having a full understanding of costs is helpful. Please contact us directly with any questions prior to your procedure.

**After Your Procedure** - Our patient support representatives can answer questions about your statement, explain charges and offer payment arrangements where appropriate.

## **BILLING**

Unless you pre-paid or the procedure is fully covered by your health insurance company, here is our process to file the claim with your insurer and, if appropriate, send a bill for services provided:

1

If you have health insurance, we will work directly with your insurance company before sending a bill for the care provided.

This might be separate from other bills sent by the hospital or surgery center.

2

Your insurance company will process the claim according to your insurance plan. The insurer will inform Envision of your financial responsibility. If appropriate, Envision will send you a bill for the amount you are responsible for paying.

- This process can take an average of 60 days from the date of your procedure.
- The bill will come from Envision Physician Services.
- View or pay your bill at EVPS.com/billing.

3

Please reach out to us with questions. We will work with you to help you understand your bill and identify payment plan options.

- Phone:
- Email: Billing@EnvisionHealth.com
- Live Chat: EVPS.com/Billing

In some instances, our clinicians might be out of network with your insurance company. If this is the case, we will work with your insurer to determine what you might owe. Envision will not balance bill you.

If you don't have insurance, we will bill you directly. For those who may face financial difficulty and need assistance, we will work with you to honor the policies of the hospital where you received care. Please reach out to us for more information.

