

Frequently Asked Billing Questions

1. Why are there two accounts?

As a patient in many of our programs or hospital, you will have two accounts for which you will receive two separate statements.

- “Professional fees” are billed through PrairieCare Medical Group. These fees are for the time spent with the clinician individually and in groups.
- Daily “facility fees” are billed through PrairieCare and cover the time spent in the program itself.

2. Do you have financial assistance available?

Yes, we do! If you qualify, you or your family may receive a discount of up to 100% of the amount left after your insurance processes. For our patients without insurance, you may receive a discount of up to 50% on your account in addition to our automatically applied, reduced “self-pay” rates. (Qualification is based on the current years’ Federal Poverty Level Guidelines.)

3. Can I get billing information about my spouse or adult children?

In accordance with federal guidelines * and in order to protect the privacy of our patients, a signed release of information is required to share specific information about our patients aged 16 years and older, regardless of relationship.

4. Can I set up a payment plan?

Yes! You can set up a payment plan for up to nine (9) months. Larger amounts that may require a longer payback time are approved on a case by case basis. We charge no late fees and no interest will accrue on open balances.

5. How can I find out the specific benefits for my insurance plan?

For benefit information, it is your responsibility to contact the customer service number on the back of your insurance card. We will do our best to assist you in obtaining the information you need.

6. How can I make my payments to you?

One of three ways:

- By mail with check accompanied by statement stub
- In the clinic by check, cash or credit card
- By credit card by calling the billing office @ 952-826-8460

* Health Insurance Portability and Accountability Act of 1996 (HIPAA) and Code of Federal Regulations Title 42