



NASHUA AMBULATORY SURGICAL CENTER BILLING POLICIES

Dear Valued Patient:

Thank you for choosing the Nashua Ambulatory Surgical Center (NASC) for your healthcare needs. We strive to provide the highest level of care, and also make your billing process as easy as possible. The billing process can be very complex, so we would like to let you know what you might expect. If you are unable to bring your complete insurance information on the day of your surgery please call our billing department at (603) 622-3670 prior to the day of surgery.

Payment Process

A claim for the facility fee will be sent to your insurance company. After receiving the claim, your insurance company may contact you for more information. Your quick response to their questions will ensure timely processing of your claim. It can take up to 45 days or more for your insurance company to process your claim. After we receive payment, we will provide you with a statement showing any amount due from you. If you did not follow your insurance plan's terms, they may not pay for part or all of your claim. You will be notified if your insurance carrier does not pay your claim on a timely basis. Please keep in mind that you are responsible for ensuring any necessary pre-authorization for your procedure has been obtained by your surgeon's office. As a reminder, your policy is a contract between you and your insurance company. You will be obligated for payment of applicable deductibles, co-payments and payments for non-covered services.

Other Bills

In most cases, NASC will only bill for your facility fee. Your surgeon and anesthesiologist will bill their professional fees separately. If laboratory, pathology or durable medical equipment (DME) services were required, those providers will also bill for their fees separately. If you have questions about those bills kindly call the telephone number provided on those statements. If labs may be involved, it is your responsibility to advise us prior to the day of surgery if your insurance company requires your specimen be sent to a specific in-network lab.

Customer Service

We are pleased to answer any billing questions you might have. You can reach a billing representative at (603) 622-3670 Monday through Friday from 8:00am – 4:00pm.



FREQUENTLY ASKED QUESTIONS

Why am I receiving a bill when my insurance company told me my procedure was “covered”?

The procedure you had may be a procedure typically covered by your insurance company, but may not be covered under your specific plan. When an insurance company tells you a procedure is “covered” this does not mean reimbursement is guaranteed. Coverage varies by plan. Even though a procedure is “covered” it may still be subject to deductible and co-payments.

Why didn’t my insurance company pay the entire amount billed?

Your insurance company may determine that a portion of the bill is due from you. Deductibles, co-payments and items and services not covered under your particular plan are your responsibility.

When is my payment due to the NASC?

Payment in full is due upon receipt of your statement. If you are unable to pay your bill in full please call our billing department immediately to avoid any collection action.

Why am I receiving bills from other providers?

Physician fees, lab services, anesthesia services, durable medical equipment (such as braces) and pathology services are all billed separately by those providers. Surgical implants may be billed by another provider, as is dictated by your insurance company.

**ONCE AGAIN, THANK YOU FOR CHOOSING THE NASC,
WHERE YOUR CARE, COMFORT AND COST MATTER.**