

CORNERSTONE BEHAVIORAL HEALTHCARE

FM.2 COLLECTION OF FEES

Private Pay: Clients paying privately will pay their accounts at time of service.

Out-of-Pocket: Estimated co-payment, co-insurance, and deductible amounts will be determined by the Billing Department at the time of insurance verification and collected at the time of service. Actual out-of-pocket for each claim will be determined once claim is finalized and could result in additional amount due or credit balance.

When scheduling the initial intake appointment with the client and/or guardian, Cornerstone personnel shall review the cost of the services to be obtained. Verification of insurance is based on insurance information provided by the client and is not a guarantee of insurance payment.

A notice of fees will be posted at Reception. Services may be paused when a client has an outstanding balance, and any partial balances due will be paid in a timely and agreed upon manner. A payment plan can be requested if needed. If approved, a copy will be kept in the client chart.

MaineCare clients are responsible for outstanding co-payments. However, the agency will not deny services for outstanding balances for clients with active MaineCare.

Cornerstone's Finance Department will be responsible for the billing and collection of all fees, including insurance reimbursements. Cornerstone internal clinicians will not directly accept cash or checks from the client or the client's responsible party. Payments will be made to the administrative staff at the clinical office front desk.

Frank Willard

09/20/2023

CEO

Date