

**TRAVERSE HEALTH CLINIC
BILLING & COLLECTION INFORMATION
EXHIBIT A**

Thank you for choosing Traverse Health Clinic. As a community health center, we serve everyone, regardless of insurance status or ability to pay. We are not a free clinic and are required to collect payment for services. Patients will not be denied care if unable to pay. We offer a sliding fee scale with reduced charges for those who qualify. We can also set up a payment plan and we can help you explore insurance options.

If You Have Insurance Coverage:

- We can bill all insurances; we just need a current copy of your insurance card.
- If your insurance does not cover the total cost of your visit, such as co-pays, coinsurance & deductibles, we expect you to pay that balance **OR** make payment arrangements.

If You are Uninsured (or Underinsured):

- If you do not have insurance, payment is expected on the date of your appointment **OR** you need to make payment arrangements.
- You may qualify for our sliding fee (discount) schedule, based on income. Ask staff.
- Also, if you pay for your service at the time you receive it, you may qualify for a discount, if you pay in full. (Insurance co-pays do not qualify for a discount)
- We can also help you explore insurance coverage options.

If you are experiencing financial challenges we may be able to help. You can meet with our Enrollment & Eligibility Specialist to discuss insurance coverage options, sliding fee discounts, payment agreements, etc. We will work with you!

Billing Statements:

- Statements are mailed monthly. Your balance is due when you receive the statement. If you cannot pay your balance, please call us! We can set up a monthly payment plan that you can afford.
- If you cannot make your monthly payment, please call our Billing Department at 231-935-0799. We will work with you!

If you have a balance that is 120 days old, and you have not communicated with our billing department and/or made payment arrangements, your account will be turned over to a collection agency.

**If you have questions or would like to speak with our billing staff,
please call 231-935-0799.**

**WE ACCEPT ALL FORMS OF PAYMENT
EXCEPT AMERICAN EXPRESS**