



## Billing Services Information

Thank you for choosing MD Urgent Care as your local urgent care.

We understand that billing and payment for health care services can be confusing and complicated. We are here to assist you with information on how we work with the insurance company to process your bills (claims) as accurately and promptly as possible.

The information below is designed to help you understand what we can do to assist you, what you can do to assist us and your insurance provider to process your claim.

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**MD Urgent Care:** 7920 Carmel Ave NE Albuquerque, New Mexico 87122

**Hours of Operation:** Monday-Friday 10:00 am 8:00 pm  
Saturday & Sundays, Holiday 12:00 pm-5:00 pm

[Click here to Email us](#)

## **Billing Services**

### **Authorization of Services**

Some health plans require authorization and may require you to notify them prior to your visit. It is your responsibility with the assistance of your physician's office staff to obtain any required preauthorization from your health insurance company. Failure to get the proper authorization may cause your insurance company to pay at a reduced rate or to deny the claim. If your insurance company decides your service was not medically necessary, is a pre-existing condition, or is not a covered service, you will be asked to pay MD Urgent Care's charges for services rendered.

### **When You Come to MD Urgent Care**

We are contracted with most insurance companies including Medicare and Medicaid, BCBS, Presbyterian, Lovelace, Molina, United Health and many others. Prior to your visit please check with your employer or insurance company to see if you have access to urgent care services or if we are an in-network provider, otherwise you will be responsible for your bill.

### **Out-of-Network Insurance**

When insurance is not contracted or is out-of-network, the payment for services is required in full at the time of service. You may attempt to submit the claim to your insurance company and based on plan details it is possible that you may get reimbursed for your payment. For details please contact your insurance company.

### **What to Bring**

Bring your complete health insurance information when you visit and present this at time of registration. This includes identification card, all insurance cards, and authorization forms. We will ask you to sign forms, such as a release of information, and possibly additional forms if it is your first visit to MD Urgent Care.

### **Changes? Let us know**

If you are an established patient, please verify that we have correct and up to date personal and insurance information. Lack of up to date information can cause payment delays or denials that may ultimately leave you responsible for the full payment

### **Previous Balance**

Any and all outstanding balances must be paid in full at time of visit. Medical services may not be rendered when you have an existing balance. If you have questions regarding your current balance please contact our **Billing Office (505) 821-9612**.

### **Co-payment**

Co-payments are due at the time you receive services. If you have any questions regarding your co-payments or deductibles, please call your insurance company.

### **Co-Insurance**

Some insurance's don't pay 100% of all services and procedures. A portion of those charges may be your responsibility as co-insurance payment. If you have any questions in regards to what services or procedures are not covered 100%, please contact your insurance company.

### **Consent = Financial Responsibility**

The person who consents to medical treatment will be financially responsible for the bill, including legal guardians of a child.

## Billing Services

### **When Medicare Doesn't Cover a Service**

Medicare requires that we provide only those services approved by Medicare as deemed medically necessary. In the event a service is not covered by Medicare, on registration it is asked that you sign a notice acknowledging you are financially responsible for the services provided. Additionally, we will bill you and/or your supplemental insurance carrier for services not covered by Medicare. However, if neither Medicare nor your supplemental insurance covers these services you will be responsible for payment.

### **No Insurance?**

MD Urgent Care has an affordable Care Plan to meet your healthcare needs. Payment of full balance is due at time of service. [Click here for MD Care Plan.](#)

### **International Travelers**

MD Urgent Care requires payment in full for services based on the MD Care Plan's affordable rates. An itemized receipt may be requested; you may file with your insurance company and seek reimbursement, upon return to your country. [Click here for MD Care Plan.](#)

### **Workers Compensation, Auto Accident or Other Liability Claims**

Like any other insurance claim we submit, your liability insurance does require certain information on the billing form in order to pay the claim.

This includes but is not limited to name and address, insurance claim agent information, accident dates and claim numbers.

At the time of registration you will be given a letter explaining the information that is required to bill your claim. If all information is not received by the time the bill is ready to send to your insurance company a second request will be sent to you. Communication on liability claims between you and your Patient Account Representative is very important. You can assist us to help get your claim paid as quickly as possible by providing this information to us in a timely manner. If you fail to provide all of the necessary information you will be responsible for payment in full on the account.

### **What information is required for these types of claims?**

Accident claims: Insurance company name, address and telephone number, adjuster's name and telephone number, date of accident,

Worker's Comp: Employer's name, address, telephone number, Insurance company name and contact Information, adjuster's name and contact information date of occurrence.

### **What to Expect After Your Visit**

Please respond promptly to requests from MD Urgent Care and/or your insurance company for additional information. These requests must be handled before payment can occur. Failure to respond in a timely fashion may cause your claim to be denied by your insurance company.

### **We Bill Your Insurance Company Directly**

For services typically covered by insurance we will bill your primary insurance company, and if applicable, your secondary insurance company as a courtesy, including Medicare and Medicaid. It is important to remember that health insurance coverage varies and some services may not be covered. If you have questions regarding your health insurance coverage, please call your insurance company to better understand how your policy works.

### **Call Us with Billing Questions**

If you have any questions about your bill, please contact our Billing Office, Monday through Friday from 9:00 AM - 5:00 PM (505)-821-9612.

## Billing Services

### **Who Can Discuss a Bill?**

Confidentiality is important. Our Billing Specialist may only speak with the patient, guardian, or the person designated in writing to receive the bill(s) on behalf of the patient (such person must be identified by the Patient). This is required by both federal and state law.

### **Have Your Statement on Hand**

When you call, please help us answer your questions efficiently, have a copy of your statement, insurance card(s) and any additional information available.

### **Pay by Mail**

To ensure that we credit your account properly, tear off the top portion of your bill and mail it in the envelope provided. If paying by check, make all checks payable to MD Urgent Care; write the MD Urgent Care account number on your check. Please note there is a \$25.00 fee for returned checks.

### **A Word about Billing Statements**

You may receive a bill if your payment is not received before the first of the month following your visit. Please disregard this statement if the payment has been sent and please contact the Billing Office to ensure payment was received

### **Summary of Services**

The statement sent to the insurance company is available at any time. This statement will provide you with a summary of services provided to you or your family member. If you need a more detailed breakdown of these services contact the Billing Office.

### **Methods of Payment**

For your convenience, we accept cash and all major credit cards for payment. Payment is due within 30 days after you receive a statement. You may make payments over the phone, in person or by mail to MD Urgent Care 7920 Carmel Ave NE Albuquerque, NM 87122

### **Can't Pay a Bill? We Can Help**

Please tell us if you cannot pay your bill in full and let us help you. Our Billing Specialist can assist you in determining the best resolution.

### **Overpayment Questions**

Please contact the Billing Office if you have any questions regarding overpayments. If applicable, we will apply overpayments to any outstanding balances. Any overpayment may remain on your account as a credit for future visits.

If you have a question about your bill, you may contact us at (505) 821-9612.