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|  <p>azura[®] vascular care a division of Fresenius Medical Care</p> | Billing Policies and Procedures |
| Policy # BL1006A (inclusive of previous policies BL1003 & BL1005) | Subject: Billing/Patient Financial Responsibility Policy and Procedure |
| | Updated: 04/21/2026 |
| Approved by: Paulette Gillis-Taylor, Vice President of Revenue Cycle | |

Policy

It is the policy of the Company to ensure accurate, compliant, and consistent collection of patient financial responsibility, including co-payments, deductibles, coinsurance, and self-pay balances.

The Company will:

- Collect patient liabilities at or before the time of service whenever possible
- Bill patients for any remaining balances after insurance adjudication, based on the payer's Explanation of Benefits (EOB)
- Bill patients for any unpaid balances that remain for self-pay services, including charges related to uninsured or underinsured patients and cosmetic procedures.
- Make reasonable efforts to collect all balances prior to write-off or collection activity
- Provide financial hardship considerations based on documented need
- Maintain accurate documentation and controls for all payments received

The Company will not routinely waive patient financial responsibility and will comply with all payer contractual obligations and applicable regulations.

Procedure

1. Insurance Billing & Patient Statements

- All insurance carriers are billed first, and patient balances are determined based on the Explanation of Benefits (EOB).
- Patient statements are generated daily for balances owed.
- A minimum of three (3) statements will be sent before escalation to collections or write-off consideration.
- The Patient Balance Solutions (PBS) will make reasonable collection efforts, including:
 - Researching additional coverage sources
 - Offering payment plans (target payoff within 6 months)

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- Patients may request an itemized statement at any time by contacting the billing office.
- Dedicated patient inquiry phone lines are available 7:00 AM – 7:00 PM CST.

2. Point-of-Service Collections

- Accepted payment methods include cash, check, money order, and credit card.
- Patients unable to pay at time of service should be referred to the billing office.

3. Self-Pay & Patient Liability

- Uninsured/Underinsured Patients
 - Patients will be notified they are responsible for non-covered charges
 - Must will be presented a Self-Pay Agreement for patient signature at the time of service.
 - May request an Financial Hardship application if unable to pay
- Cosmetic/Cash Patients
 - Payment required in full prior to service unless other arrangements are made.
 - Must provide required documentation, including:
 - Signed agreement outlining full financial responsibility

6. Payment Handling & Documentation

- All payments must be documented with:
 - Date received
 - Patient name
 - Payment purpose (copay, deductible, etc.)
 - Payment method
 - Date(s) of service
- c. Cash Receipt/Transfer Log
 - Total funds recorded and reconciled
 - Logs must:
 - Include total on final page
 - Be submitted with payments and receipts
 - Be retained at site
- d. Submission of Funds
 - Payments and documentation sent to the lockbox

7. Collections & Escalation

- After reasonable collection efforts accounts may be considered for:
 - Payment plans
 - Financial assistance review
 - Bad debt or collection activity
- All adjustments require appropriate approval and documentation