SURGERY PARTNERS

Professional Courtesy Guidance Document

Group A	Group B	Group C
All physicians and their immediate family members (spouse & dependent children 18 years & younger and/or full-time students up to age 25 years old)	All hospital employees, contracted staff and their immediate family members (spouse & dependent children 18 years & younger and/or full-time students up to age 25 years old)	Physician owners office staff and their immediate family members (spouse & dependent children 18 years & younger and/or full-time students up to age 25 years old)
Discount 25% off the allowed amount. Example 1: Total charges are $1,500.00, the insurance allowed $1,000.00. 25% of $1,000.00 is $250.00 that will qualify as the discount toward the patients responsibility. If the patients responsibility per the EOB is $200.00, the full $200.00 will be the write off. Example 2: If the patients responsibility is $300.00, the write off would be $250.00 and the patient would owe $50.00.	**Discount 25% off the allowed amount.** Example 1: Total charges are $1,500.00, the insurance allowed $1,000.00. 25% of $1,000.00 is $250.00 that will qualify as the discount toward the patients responsibility. If the patients responsibility per the EOB is $200.00, the full $200.00 will be the write off. Example 2: If the patients responsibility is $300.00, the write off would be $250.00 and the patient would owe $50.00.	**Discount 10% off the allowed amount.** Example 1: Total charges are $1,500.00, the insurance allowed $1,000.00. 10% discount is $100.00 that will qualify as the discount toward the patients responsibility. If the patients responsibility per the EOB is $100.00, the full $100.00 will be the write off. Example 2: If the patients responsibility is $200.00, the write off would be $100.00 and the patient would owe $100.00.

1. You must receive a request from the patient in question that they want a discount.
2. Business office must then tell the patient that the insurance may seek a similar discount and if so, the discount to the patient would be eliminated and they will be billed for the discounted portion.
3. A letter must be sent to the insurance notifying them of the discount.
4. If the insurance decides to take a discount like the one given to the patient, you must reverse the adjustment on the account and inform the patient and insurance that you have done so.