

Changes to Our Billing and Payment Options That May Affect Your Out-of-pocket Medical Expenses

Your Health is Our Top Priority

Fittings By Michele proudly strives to provide affordable, quality care to our patients. We have experienced significant price increases for products, shipping and administrative costs. Many insurances have further increased the administrative burden on us to pay on claims, while not paying in a fair and timely manner. Lately, we have had to spend more time on filing and following up on insurance claims issues than the time we spend on providing care to our patients. We are having to make some difficult decisions as we evaluate our insurance billing policies. For now, these are the necessary steps we are taking in order to be able to offer the same quality care for our patients that we have provided since we opened our doors in 1993.

- 1) For the past few months, we have had difficulty getting paid correctly and timely for certain services for **CareFirst BlueCross BlueShield** (CFT BCBS) members. Furthermore, CFT BCBS has denied our request to review and renegotiate our reimbursement schedule last revised in 2015. We have given CareFirst BlueCross BlueShield 30 days to pay overdue outstanding claim balances and to meet with us to discuss payment issues. If these issues are not resolved, Fittings By Michele may have to leave the CareFirst network. Depending upon your individual plan, this may mean you will have more out of pocket medical expenses.

For at least the next 30 days, we will continue to direct bill CareFirst BlueCross BlueShield for mastectomy supplies, wigs, upper extremity compression garments for the arm and hand, and ready-made lower extremity compression garments for the legs and groin. At this time, we are not able to bill for custom lower extremity compression garments or items billable under HCPC code A6549. (See our website for more details)

- 2) We will continue to bill **Medicare** for our clients, allowing you the option as always for an assigned or a non-assigned claim to be filed, depending on the products you chose.
- 3) We will continue to provide direct billing for many other **commercial insurances** as long as they are paying us fairly and timely. We are working with several of them to have our contracted fee schedules updated to reflect today's costs as many of them have remained the same reimbursement since we opened in 1993.
- 4) We will continue to take **credit cards** as a form of payment, however, there will be a 4% credit card processing fee. For no fee, you may pay by ACH transfer through a secure link. Of course, you may also pay by cash or check.

We hope that you understand our decision to make these changes. If needed, we offer payment plans and layaway on some items.

If you need supplies now, please contact us to place your order or schedule an appointment.

We will keep you informed on our website resource page as we have updates.

Sincerely,

Michele