FAQ for Collections Staff

# Can I ever send a surprise bill to collections?

No, if protected by law, we only bill them their in-network share. Anything else is handled by the insurer.

# What should I do if the patient is unaware of NSA protections?

Ensure the patient is informed about their rights under the NSA, and guide them through the billing process.

# How can I verify if a service is covered under NSA?

Review the service against NSA's guidelines and consult with billing department leads for clarification.

# Do I need to send all claims for out-of-network care to the insurer?

Yes, only send claims covered by NSA to the insurer for reimbursement, and ensure compliance with patient protections.