

Advanced Payment Requirement Overview

For General Outpatient Services including Imaging Services (i.e. CT, MRI, PET)

- Once an appointment is made, patients are required to pre-register for the scheduled service as soon as possible.
 - Pre-register by phone 1-855-537-0506 with the Piedmont Healthcare Patient Connection Center.
 - During pre-registration, the patient will learn of their estimated financial responsibility and **if** there is a required payment.
 - For patients who have a required payment, the payment must be made before service or at the appointment time. (includes walk-in services)
 - If patient elects to not pay the required payment, the services will not be performed or will be rescheduled or canceled.
 - It will be the responsibility of the patient to contact the ordering physician regarding the delay.
 - The ordering physician can request a Medical Necessity review by directly contacting the local CFO/CMO.

For Invasive Services (including Surgery & Infusion)

- Applies to appointments made more than 5 days in advance of the scheduled service date.
- Once an appointment is made, patients are required to pre-register for the scheduled service as soon as possible.
 - Pre-register by phone 1-855-537-0506 with the Piedmont Healthcare Patient Connection Center.
 - During pre-registration, the patient will learn of their estimated financial responsibility and **if** there is a required payment.
 - For patients who have a required payment, the payment must be made 5 days before the appointment date.
 - If patient elects to not pay the required payment, a PHC representative will contact the ordering physician office to rescheduled or canceled.

Additional Clarifications:

- The following services/criteria are excluded:
 - Orders classified as Urgent/Emergent
 - Breast callback services (Diagnostic, U/S, MRI & Needle localizations) & Breast Biopsy
 - Minors under 18
- As we validate insurance coverage, we identify patients subject to the Advance Payment requirement. These patients are fully responsible for paying for services upfront.