



New York House Call Physicians®

YOUR DOCTOR IN THE FAMILY

Updated February 11th, 2019

BY SIGNING BELOW, YOU AGREE THAT YOU HAVE READ,
UNDERTSAND, AND WILL COMPLY WITH EVERYTHING DET

QUESTIONS AND ANSWERS FOR BLUE CROSS BLUE SHIELD PATIENTS

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**IMPORTANT NOTE: BCBS mails you, the patient, the payment for the
medical care we provide.**

Do you accept Blue Cross Blue Shield (BCBS) health insurance?

Yes accept Blue Cross Blue Shield [also called Anthem or Empire] **PPO plans** (also called 'Out of Network' doctor plans). We have no contract with BCBS. BCBS will pay for some or all of the medical care we provide.

I am not sure what kind of BCBS plan I have. How can I find out what kind of BCBS I have?

There are numerous different types of BCBS health plans, some say PPO > on the card but are in fact HMOs or EPOs. We do not accept HMO or EPO BCBS plans. You can contact BCBS or we can do this for you, we will just need your name, birthday, social security number, and a copy of front and back of your insurance card (which u can text or email)

How long after my doctor visit should I expect a check and or paperwork from BCBS?

Usually 2-4 weeks BUT this can vary. For example, some patients live in NYC but are under their parents based in another state. It is your job as the patient to track down checks and paperwork from BCBS as they will not let us do it as we are Out of Network. **PLEASE DO THIS WITHIN TWO WEEKS OF YOUR CONSULT!**

I never got a check or any paperwork from BCBS?

Contact BCBS by calling member services (phone # on back of your insurance card to make sure the bill we submit for your care has been received and processed) or logging into your BCBS website portal. You can also login to your account online. BCBS only talks to patients and does not give out of network doctors this information.

It has been 60 days and still I have nothing received from BCBS and I need to see the doctor?

You should have tracked down your BCBS check by now. **You have 60 days to do so from the time of your initial consult.** You will be charged our consultation fee at the time of the doctor consult.

PATIENT OR GUARDIAN NAME _____

SIGNATURE _____

TODAY'S DATE _____



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I received a paper from BCBS with all sorts of numbers and codes but no check and I don't understand it?

This paper is called an Explanation of Benefits (EOB). An EOB tells our billing department know how much we are being paid medical care. An EOB is very complicated and only trained professional medical billers can understand them.

I received an Explanation of Benefits and a check in the mail payable to me, what should I do?

Please mail this Explanation of Benefits and check to us. Alternatively, just email or text the EOB, deposit the check, and give us your credit card to bill for the exact amount that the check was for.

What if I don't send you the EOB and / or check from BCBS?

If you keep the check from meant to pay for your medical care, you have committed insurance fraud. We must legally report this to the appropriate authorities.

Will you explain to me the different codes and how to read the EOB?

No, this is highly complex. Professional billers spend up to 2 years learning this, it is like a foreign language.

Do I have to come to the office every time I need my medicine refilled or medicine changed or dose changed?

Yes, unless you prefer to pay for the consult yourself as few insurance companies pay for phone or email or text message consults.

My child or family member is on my insurance plan, will you explain the medical care and bills?

No. Doctor-patient confidentiality prevents us from discussing care unless you are a legal guardian of a minor or health proxy of the > patient. As for explaining details on the EOB, we are not professional billers, we provide health care.

Do you have a billing department to help make sure I get bring you the requested paperwork (IE EOBs and checks)?

Yes, if you have not obtained not provided us with any paperwork our billing department will contact you to facilitate payment for you.

PATIENT OR GUARDIAN NAME _____

SIGNATURE _____

TODAY'S DATE _____