



Twin City Plastic Surgery

Paige C. Holt, M.D.
309.664.4444

Laura C. Randolph, M.D.
309.664.6222

Chad Tattini, M.D.
309.664.1007

What You Need to Know About Insurance

- It is the patient's responsibility to ensure provider and facility are in network with their insurance provider prior to services being rendered.
- We advise patients to be aware of their contract with their insurance company. Most insurance companies have a co-pay or co-insurance or a deductible. The patient is responsible for all co-pays, co-insurance or deductibles associated with all office visits, surgeries, or procedures. The patient is also responsible for any charges not covered by their insurance.
- We send patients with an order for lab work and any needed pre-operative testing such as EKG, mammograms, etc. We encourage most patients to get their labwork/procedures done here at OSF, but it is up to the patient where they have their labwork/pre-op testing done. We advise patients to call their insurance company to ensure whichever facility they use is covered under their insurance plan. All pathology is sent to OSF.
- If pre-authorization/pre-determination is required for certain procedures, we will handle this at our office. Please allow 2-4 weeks to hear back from the insurance company. We will notify you if the procedure is approved and denied. Approval of pre-authorization or pre-determination does not guarantee payment. Payment is rendered based on medical necessity and the patient's contract with their insurance company. If you have any questions on whether a procedure is covered please check with the eligibility and benefits portion of your insurance company. If specific codes are required, our office will be happy to give them to you.

If you have any questions, please contact our office at one of the above listed phone numbers. We will be happy to assist you.

I have read and fully understand this information. I understand that I am entitled to a copy of this information.

Signature: _____

Date: _____