

California Orthopaedic Association

Billing and Collection Services

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Other Collection Tips from Orthopaedic Practice Managers

- Verify eligibility at the time of making the appointment.
- Always collect office visit co-pays at the time of visit.
- Always collect anticipated patient responsibility for surgery at the time of pre-op.
- Taking credit card charge cards is a must to help patients with payments.
- Include the ability to pay by credit card on your monthly billing statement.
- Patients in collection must clear their back balance before another appointment can be scheduled