

## **Chicago Family Asthma & Allergy Medical Billing Information**

All billing processes, issues, and questions are managed by **Horizon Office Technologies**. This company is not owned or managed by Chicago Family Asthma & Allergy.

- Please contact Horizon Office Technologies at **(224) 238-4160** for all billing matters.
- They often do not answer the first call. The company assures us that they always try to return calls within 24 hours. Please leave a detailed message about your question or issue.
- We recommend calling their office at least two times on two different days. If you do not get a response in 48 hours, let our office know so we may escalate your request.

### **Health Insurance:**

- **We do not verify insurance currently.** Unless you want us to bill you directly for office services, please confirm with your insurance that one of our providers is covered on your policy. You are responsible for all charges not covered by insurance.
- Please contact your insurance company if you need clarification about what it means to have a “deductible” amount for which you are responsible.
- You may contact your insurance company prior to your visit to verify coverage of common allergy test procedures or charges for each visit. We can provide procedure codes and approximate costs upon request.
- If you have an **HMO insurance plan or any plan that requires a referral** for specialist visits, it is very important that we receive a written referral from your primary care provider **BEFORE** your visit. They will authorize a certain number of visits. You will need to renew the referral yearly or when the number of authorized visits have been used. They may e-fax the referral to our office at 773-388-2333.
- You must pay the required “co-pay”, the co-payment indicated by your insurance for office visits, at the time of your visit. These payments are usually required for televisits and may be billed after the televisit is completed.
- **Please provide your active insurance card with every scheduled office visit.** This reduces errors in the billing process.
- Please inform us if your insurance information changes.

We do not take cash for payments.

See our **Financial Policy** for details about charges for “no-show” fees, late cancellation fees, and after-hours calls.

**Lab work:** a few insurance companies do not cover services by the laboratory present in our office space, called “HealthLab”. Please call your insurance company if you want to verify coverage of lab services by HealthLab prior to a blood draw in our office. We are glad to create an order for a lab outside our office at your request. Commonly covered lab companies are Quest and Labcorp. Patients with Advocate or AdvocateAurora insurance policies may need to use Quest or ACL for lab services.