

MEDICAL BILLING GUIDE

We are pleased to have provided you with high-quality durable medical equipment and hope your experience with us has been positive. This guide includes more information on what to expect for your billing timeline, processing your bill with insurance coverage, your financial responsibilities, as well as your payment options.

BILLING TIMELINE

DAY#	WHAT TO EXPECT
1 ↓	TODAY - Your equipment is picked up and a claim will be submitted to your insurance
30 ↓	30-45 DAYS - You will receive an Explanation of Benefits (EOB) from your insurance. THIS IS NOT A BILL but a reflection of the claims submitted to your insurance. If you have any questions regarding this, please call Kinex, not your physician's office. You may receive a letter from your insurance carrier that additional documentation is needed to process your claim. We also get the same letter and will work with your physician's office to obtain and submit whatever is needed to get the claim paid.
50 ↓	+/- 50 DAYS - If you have any deductibles, co-pays, co-insurance or non-covered cost, you may receive an invoice from us directly. If you have any questions regarding your bill, please call our billing specialists at the number provided on your invoice.



PROCESSING YOUR BILL WITH INSURANCE COVERAGE

If you have current insurance coverage, we will submit a claim on your behalf for the equipment that was received. As a convenience to you, we will only send you an invoice after your insurance company has paid or denied the claim. This also includes any co-pays or co-insurance that are associated with your specific insurance plan. Deductibles are separate from co-pays and co-insurance and must be met before benefits can be honored.

YOUR FINANCIAL RESPONSIBILITIES

Kinex Medical Company accepts responsibility for providing you the best value in rehabilitation services. Therefore, we ask that you accept responsibility for paying for those services in a timely manner. Your ECP does not apply, unless your deductible has been met at time of billing. You may always contact our billing department at **(800) 845-6364** to speak with one of our trained billing specialists regarding your account.

YOUR PAYMENT OPTIONS

We can accept Visa, MasterCard, American Express and Discover and can also accept payment using HSA or Flex Spending accounts.

This payment includes any co-pays or co-insurance that is associated with your specific insurance plan as verified by our billing specialists. If you are unable to pay this ECP amount at the time of service, we will provide a paper statement to you through the mail. At this time, you may pay by check or online via our secure payment portal by selecting "PAY MY BILL" at kinexmedical.com